WD Elements™ Play

Multimedia Drive

User Manual

WD® Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at *http://support.wdc.com*. If the answer is not available or, if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD technical support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *http://support.wdc.com* and choose from these topics:

- **Downloads** - Download drivers, software, and updates for your WD product.
- **Registration** - Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** - Get Warranty, Product Replacement (RMA), RMA Status, and Data Recovery Information.
- **Knowledge Base** - Search by keyword, phrase, or answer ID.
- **Installation** - Get online installation help for your WD product or software.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America	
English	800.ASK.4WDC (800.275.4932)
Spanish	800.832.4778
Mexico	001 8002754932
South America	
Chile	1230 020 5871
Venezuela	0800 100 2855
Peru	0800-54003
Uruguay	000 413 598 3787
Argentina	0800 4440839
Brazil	0800 7704932
Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)
Europe	+31 880062100
Middle East	+31 880062100
Africa	+31 880062100
Asia Pacific	
Australia	1 800 42 9861
China	800 820 6682/+65 62430496
Hong Kong	+800 6008 6008
India	1 800 200 5789
Indonesia	+803 852 9439
Japan	00 531 650442
Korea	02 703 6550
Malaysia	+800 6008 6008/1 800 88 1908/ +65 62430496
Philippines	1 800 1441 0159
Singapore	+800 6008 6008/+800 608 6008/ +65 62430496
Taiwan	+800 6008 6008/+65 62430496

** Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.*

Table of Contents

1 Important User Information 1

Important Safety Instructions 1
Recording Your WD Product Information 2
Registering Your WD Product 2
Accessories 2

2 Product Overview 3

3 Features and Functions 4

Features. 4
Connections 6
LED Indicator 7
Remote Control 8

4 Getting Started 9

Package Contents 9
Installation Requirements 9
Operating System Compatibility 9
Installation Procedure. 10

5 Operating the Multimedia Drive. 18

Using the Remote Control 18
Using the Multimedia Drive Menu 19

6 File Manager 20

Operations 20
Options 24

7 Watching Video 25

Video Playback 25
Video Playback Controls 27
Video Information Panel 27
Video Menu Options 28
Video Playback Options 29

8 Playing Music 32

Music Playback 32
Music Playback Controls 33
Music Menu Options 34
Music Playback Options. 35

9 Viewing Photos 36

Photo Display. 36
Photo Menu Options 37
Photo Playback Options 38
Photo Info Panel 40

10 Setup and Advanced Features. 41

Setup. 41
Setup Navigation Buttons 42
System Setup 42
Audio Setup. 45
Video Setup 46
Others Setup 47
Locating Media Content. 48

11 System Maintenance 51

System Firmware Upgrade. 51
Troubleshooting 53
Common Error Messages 55
Installing, Partitioning, and Formatting the Drive 55
Frequently Asked Questions 56

12 Appendix 58

Product Specifications 58
Environmental Specifications 58
Supported Media File Formats 59
Regulatory Compliance 63
Warranty Information 65

1 Important User Information

Important Safety Instructions

This device is designed and manufactured to assure personal safety. Improper use can result in electric shock or fire hazard. The safeguards incorporated into this unit will protect you if you observe the following procedures for installation, use, and servicing.

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not expose the batteries or the remote control with batteries installed to excessive heat (direct sunlight, fire, etc.).
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Carefully read and follow the Quick Install Guide and User Manual.
- Do not operate this device outside the temperature range of 5°C–35°C (41°F–95°F).
- Do not drop or shake the device.
- Do not move the device when it is powered on.
- Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon them or against them.
- Do not overload wall outlets.

For additional safety information, refer to *www.wdc.com*.

Recording Your WD Product Information

In the following table, write the serial and model numbers of your new WD product. You can find this information on the label on the bottom of the device. You should also note the date of purchase. This information may be required when requesting technical support.

Serial Number:
Model Number:
Purchase Date:
System and Software Notes:

Registering Your WD Product

Your WD product includes 30 days of free technical support during the applicable warranty period for your product. The 30-day period commences on the date of your first telephone contact with WD technical support. Register your WD product online at *https://register.wdc.com*.

Accessories

For U.S. residents, visit *www.shopwd.com* to view additional accessories available for your multimedia drive. For users outside the U.S., visit *http://support.wdc.com*.

2 Product Overview

The WD Elements Play multimedia drive is an easy, affordable way to supersize your movies and photos on your big-screen TV and play your music collection on your home entertainment center. Save your media collection on the multimedia drive, then simply connect the drive to your TV and you're ready to enjoy all your digital media in Full-HD 1080p resolution.

Full-HD 1080p resolution – Experience spectacular Full-HD video picture quality and crystal-clear Dolby TrueHD and DTS 2.0 digital audio. The HDMI port lets you connect to the highest quality HDTV or home theater.

Plenty of room for your media collection – The built-in high capacity hard drive offers room for tons of media. If you need more space, plug USB drives into the available ports.

Supports a wide variety of file formats – Most popular formats are supported including RMVB, H264, DTS, Dolby TrueHD, and MKV.

Camera compatible – Connect your digital camera or camcorder and play or transfer content from your camera to the drive.

Intuitive user interface – Simple, intuitive and beautiful, the user interface provides the following navigation options:

- DVD navigation with complete menu navigation, chapter listings, special features, and subtitles
- Photo slideshow with unique transitions and music on your HDTV
- Supports photo thumbnails, video cover art and music album art
- Music playlist support for PLS, M3U, WPL file types
- Preview your video during navigation
- Multi-language subtitle support for video playback

Automatic play – Set the player to play a selected media file automatically when the unit is turned on. Perfect for living art on your HD TV or for digital signage.

Composite video connection – Composite (RCA) outputs ensure compatibility with virtually all television sets.

Digital optical audio – High fidelity audio or pass-through digital audio signal to your AV receiver for surround sound experience. Supports S/PDIF and Dolby Digital native playback.

PAL and NTSC versions available.

Compatibility – DTS 2.0, AAC, MP3, JPEG, USB 2.0, Real Media, HDMI, H.264, MKV, Dolby Digital, Dolby Digital Plus, Dolby TrueHD, Mac OS X, Win Vista/7.

Note: Compatibility may vary depending on the user's hardware configuration and operating system.

3

Features and Functions

Features

Audio/Video Interface

- HDMI interface for digital audio and high-definition video
- Composite interface (RCA yellow/white/red) for analog AV connection
- S/PDIF (optical) audio for high-fidelity digital audio
- Video output resolution includes 480i and 576i (composite interface), or 480p, 576p, 720p, 1080i, and 1080p (HDMI interface)
- Stereo or multi-channel digital surround (pass through only) audio output

Advanced Navigation Options

- Thumbnail and list views—browse your content by filename or by thumbnails of photos or album covers
- Search—search by filename and partial filename

Content Playback

The multimedia drive is capable of playing several different types of multiformat files. For a detailed list of supported formats, go to “Supported Media File Formats” on page 59. The included remote control lets you quickly browse through your media and configure settings.

Photo Viewing

- Create custom slide shows with a variety of transitions
- Zoom, pan, repeat, shuffle, and rotate

Movie Viewing

- Fast forward, rewind, previous, next, pause, repeat, and zoom
- View subtitles
- View video menu (if supported by the file format)
- Video preview (if supported by the file format)

Music Playback

- Fast forward, rewind, pause, shuffle, and repeat
- View album art

File Management:

- View all files together
- Copy or delete files directly from the TV

Additional Features

- Real Media (RMVB) playback
- DTS 2.0
- Dolby Digital (combo w/ DD+ and Dolby TrueHD)
- Plug-and-play convenience
- Popular media format support
- Metadata support
- Thumbnail support
- Aggregated music/photo/video view
- HDMI or composite video outputs
- S/PDIF (optical) audio output

Plug-n-Play USB 2.0 Support

- USB storage device with a USB connector
- Portable multimedia drives with USB connector
- Digital cameras with USB connector

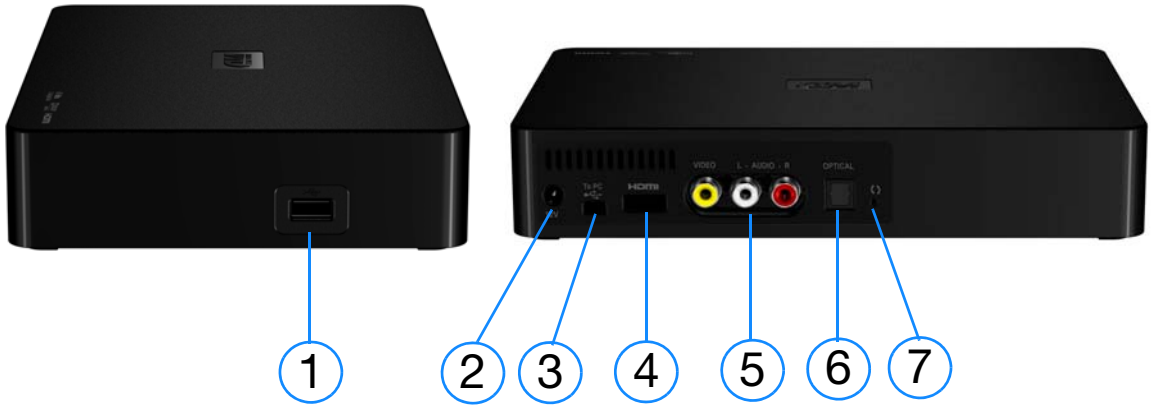
For a list of tested, compatible USB devices, see Article #5675 in our knowledge base at *http://support.wdc.com*.

USB Storage File System Support

- FAT/FAT32
- NTFS
- HFS+
- HFS+Journaling (read only)

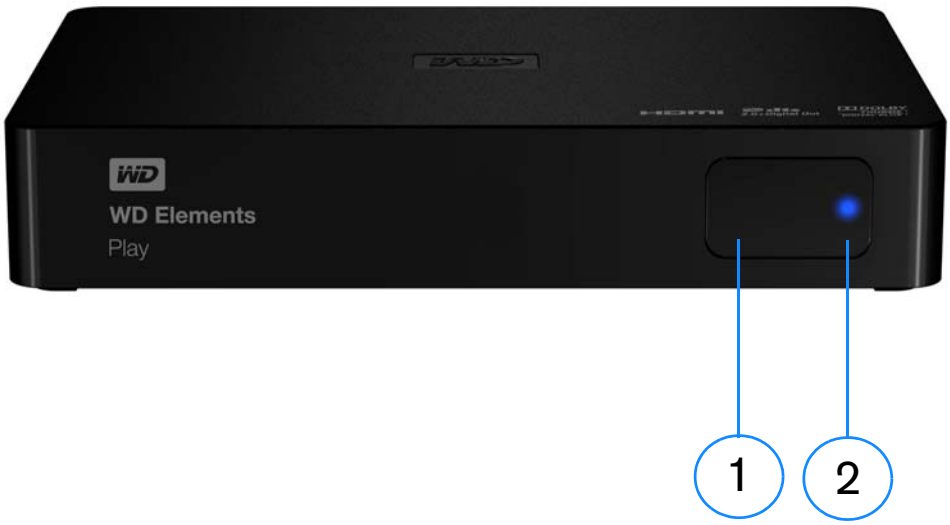
For instructions on how to disable Journaling, see Article #2615 in our knowledge base at *http://support.wdc.com*.

Connections



Item	Component	Description
1	USB port	Supports connection of removable storage devices, portable multimedia drives, and digital cameras with USB connectors
2	Power jack	Connects the power adapter
3	Mini USB port	Supports connection of the multimedia drive to a computer as an external USB storage device for content transfer.
4	HDMI port	Connects to your TV's HDMI port (HDMI cable sold separately)
5	Composite jacks	Connect to your TV's analog video and audio jacks (composite cable sold separately). **Note**: When making an audio connection through the S/PDIF (optical) port, only the composite video connection is required.
6	S/PDIF(optical) audio port	Connects to your AV receiver (S/PDIF cable sold separately)
7	Reset switch	Reset the multimedia drive to factory settings using a fine-tipped stylus or the unfolded end of a paperclip. Do not use any sharp objects that may damage the switch.

LED Indicator

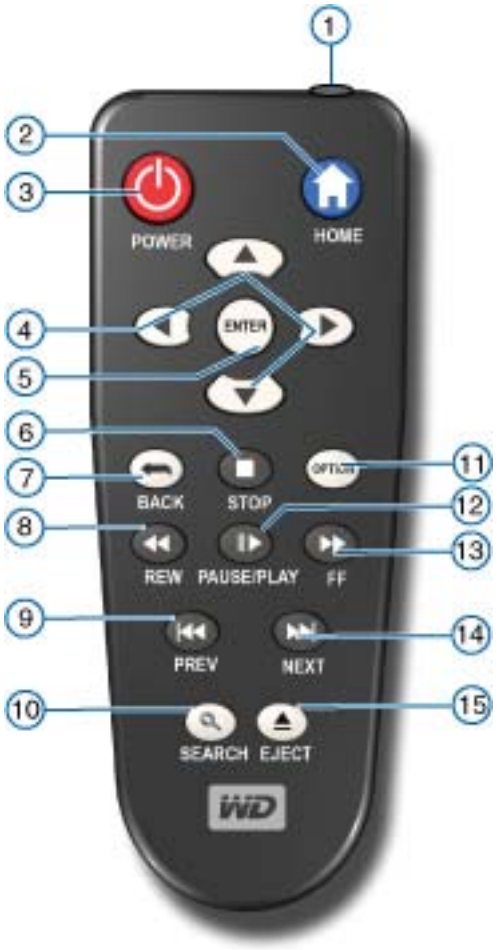


Item	Component	Description
1	Infrared receiver	■ Receives signals from the remote control. Point the tip of the remote control toward the infrared receiver and ensure that the path between the two is unobstructed.
2	Power/activity LED	■ On (steady blue)—The power cable is connected and the power is on. ■ Off—The multimedia drive is in standby mode, turned off, or the power cable is disconnected. ■ Three short flashes followed by three long flashes followed by three short flashes—A system diagnostic failure has occurred. See “Troubleshooting” on page 53.

Remote Control

CAUTION: Do not expose the batteries or the remote control with batteries installed to excessive heat (direct sunlight, fire, etc.).

1. Infrared transmitter
2. HOME
3. POWER
4. Navigation buttons
5. ENTER
6. STOP
7. BACK
8. REV (rewind)
9. PREV (previous track)
10. SEARCH
11. OPTION
12. PAUSE/PLAY
13. FF (fast forward)
14. NEXT (next track)
15. EJECT (safe storage removal, see page 17)



Note: For additional information, see “Using the Remote Control” on page 18.

4 Getting Started

Package Contents

Multimedia Drive

USB cable

Remote control and
Two AAA batteries

AC power adapter

Quick Install Guide

Installation Requirements

- Standard or HD TV with an HDMI or composite audio/video input
- Computer with a USB 2.0 connector

Optional: Stereo or AV receiver with a digital optical (S/PDIF) cable.

Operating System Compatibility

The multimedia drive is compatible with the following operating systems:

Windows®

- Windows XP
- Windows Vista®
- Windows 7

Mac® OS X®

- Tiger®
- Leopard®
- Snow Leopard™
- Lion

Note: Compatibility may vary depending on user's hardware configuration and operating system.

Important: For highest performance and reliability, it is recommended that you install the latest updates and service pack (SP). For Windows, go to the **Start** menu and select **Windows Update**. For Mac, go to the **Apple** menu and select **Software Update**.

Multimedia Drive Reformatting

The multimedia drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. Go to *http://support.wdc.com* and refer to Knowledge Base Answer ID 3865 for reformatting the drive to Mac OS X format. See “Troubleshooting” on page 57 for more information about reformatting a drive.

Important: Reformatting the multimedia drive erases all its contents. If you have already saved files on the multimedia drive, be sure to back them up before reformatting it.

You may not be able to reformat a 3 TB drive and access the full capacity due to a 2.19 TB capacity barrier encountered with some operating systems. Go to *http://support.wdc.com* and refer to Knowledge Base Answer ID 2754 for details.

Installation Procedure

The multimedia drive installation procedure is outlined below:

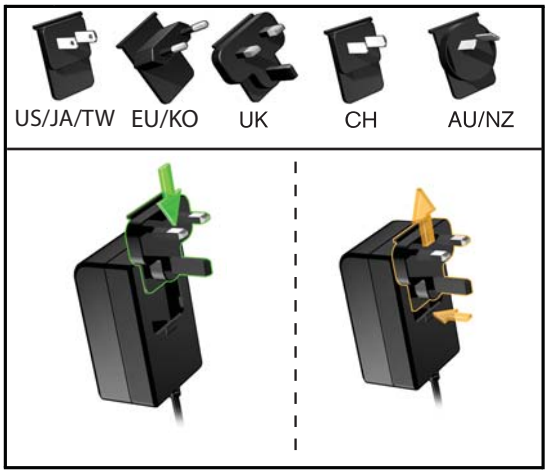
1. Connect the power cable.
2. Transfer content from your computer to the multimedia drive.
3. Disconnect the multimedia drive from your computer, then connect it to your TV or entertainment unit through the desired interface option.
4. Insert the batteries into the remote control.
5. Connect a USB device containing media content (optional).

Step 1 - Connecting the Power Cable

1. Connect the power clip to the power cable plug.

   The AC power adapter will vary, depending on your location. Some locations do not require a power plug clip. Units sold in those locations will have a fixed power plug. Refer to the illustration below.

Installing Removing



Installing Removing

2. Connect the power cable to the multimedia drive's DC connector, and then plug the opposite end into an AC power outlet. The multimedia drive powers up automatically.

Step 2 - Loading Content On Your Multimedia Drive

Transfer your favorite content from your computer to your multimedia drive. You can also transfer files from your multimedia drive to your computer.

Windows

1. Turn on your computer.
2. Connect the drive's power cable (see "Step 1 - Connecting the Power Cable" on page 11) and USB cable as shown below.
3. Drive utilities are installed automatically. If a security alert is displayed during this installation, click **Accept** or **Continue**.
4. The multimedia drive appears as a new drive volume in **Computer** (Windows 7 or Windows Vista) or **My Computer** (Windows XP).
5. Drag and drop your media files from your computer to the multimedia drive or from the multimedia drive to your computer.
6. When finished, right-click the Safely Remove Hardware icon in your system tray and select **Safely Remove Hardware**.

Macintosh

Important: To transfer content to or from the multimedia drive using a Mac, you must reformat the drive. See "Multimedia Drive Reformatting" on page 10 for details.

1. Turn on your computer.
2. Connect the drive's power cable (see "Step 1 - Connecting the Power Cable" on page 11) and USB cable as shown below.
3. The drive mounts to the desktop and a WD Multimedia icon appears. Double-click the WD Multimedia drive icon.
4. Drag and drop your media files from your computer to the multimedia drive or from the multimedia drive to your computer.
5. When finished, drag the WD Elements Play icon to the Trash icon for proper dismount.

Step 3 - Connecting the Multimedia Drive

The following figures illustrate the cable connections supported by the multimedia drive.

Note: Composite, HDMI, and S/PDIF (optical) cables are sold separately.

Choosing the Best Connection

The quality of the picture produced by your TV depends on the quality of your TV and its connection to the multimedia drive.

Connection	Quality	Connectors
Composite	Good (480i/576i)	■ Yellow = video ■ Red = right audio ■ White = left audio
HDMI	Best (up to 1080p)	Specialized, high-definition connector

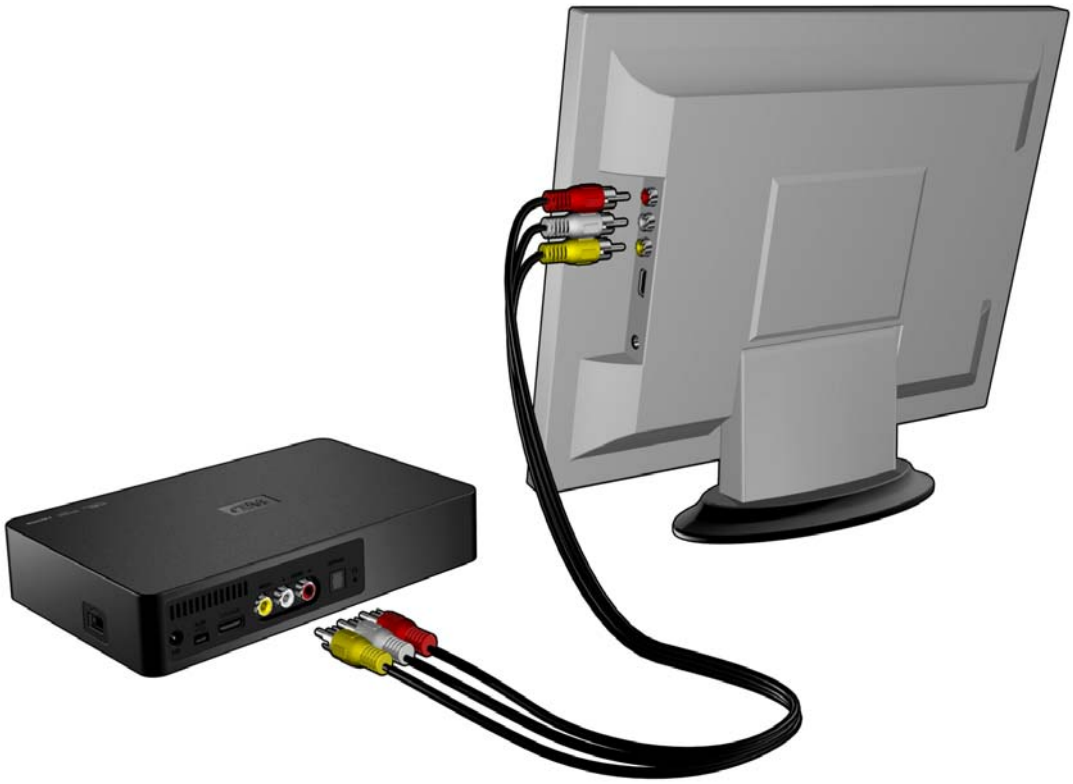
Composite (Standard Definition)

HDMI (High Definition)

Composite AV Connection (Standard Definition)

To use a composite connection (composite cable sold separately):

1. Plug the composite connectors into the input ports on your multimedia drive, yellow to yellow, red to red, and white to white
2. Plug the opposite ends into the composite input ports on your TV, yellow to yellow, red to red, and white to white.



3. Select the appropriate TV input source.

Wait a few seconds for your TV to detect the multimedia drive. If the multimedia drive is not detected, you may need to change the input source on your TV to HDMI or composite, depending on your connection. Check the user documentation of your TV for more information.

Once the multimedia drive is detected, the splash screen displays to indicate system bootup, then the home screen of the user interface opens. Go to “Using the Multimedia Drive Menu” on page 19.

HDMI Video and Audio (High Definition)

HDMI combines high-definition video, multi-channel audio, and inter-component control in a single digital cable. This interface provides video quality resolution of up to 1080p.

To connect your multimedia drive using an HDMI cable:

1. Plug an HDMI cable (sold separately) into the HDMI connector on the multimedia drive.
2. Plug the opposite end into the HDMI port on your TV or audio/video system (if available).

Wait a few seconds for your TV to detect the multimedia drive. If the multimedia drive is not detected, you may need to change the input source on your TV to HDMI or composite, depending on your connection. Check the user documentation of your TV for more information.

Once the multimedia drive is detected, the splash screen displays to indicate system bootup, then the home screen of the user interface opens. Go to “Using the Multimedia Drive Menu” on page 19.

S/PDIF Digital Audio

An S/PDIF connection can send digital audio to a receiver capable of decoding multi-channel audio through an AV receiver.

1. Complete the composite or HDMI video connection as described in “Composite AV Connection (Standard Definition)” on page 14 or “HDMI Video and Audio (High Definition)” on page 15.
2. Plug a S/PDIF cable (sold separately) into the S/PDIF digital optical port on your multimedia drive.
3. Plug the other end of the S/PDIF cable into the digital optical port on your AV receiver.
4. Select the appropriate audio source on your AV receiver.

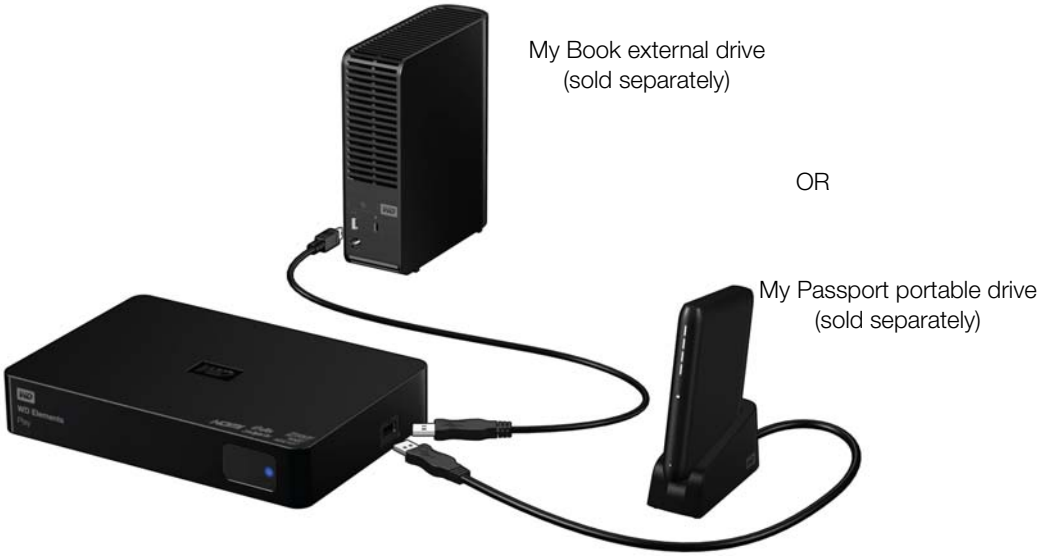
Step 4 (Optional)- Connecting a USB Device

Transfer your favorite content from your computer to your external USB drive, such as My Passport® or My Book® (external USB drive not included).

The multimedia drive has one USB port that supports playback from an external USB storage device.

Note: Certain USB hubs have been tested to ensure compatibility. For a list of supported USB devices, see Article #5675 in our knowledge base at *http://support.wdc.com*.

1. Connect the USB device to the multimedia drive's USB port. If the USB device is password-protected, the on-screen keyboard appears (see "To use the on-screen keyboard:" on page 48). Enter the password to continue.



2. Wait for a few moments while the multimedia drive scans the USB device for media files. (Scanning is enabled by default). This may take several minutes, depending on the storage capacity of the USB device and the number of available media files. Press **STOP** to stop scanning storage if you do not want the scan to complete.

For Apple Users

For HFS+, Journaling must be disabled on the storage device connected to the multimedia drive. For instructions on how to disable Journaling, see Article #2615 in our knowledge base at *http://support.wdc.com*.

Removing a USB Device

To prevent data loss, it is highly recommended that you first press the **EJECT** button on the remote control before removing a USB device.

To remove a USB device:

1. Press the **EJECT** button on the remote.
2. Select the name of the storage device you want to eject, then press **ENTER**.
3. Disconnect the USB device from the multimedia drive.

5 Operating the Multimedia Drive

Using the Remote Control

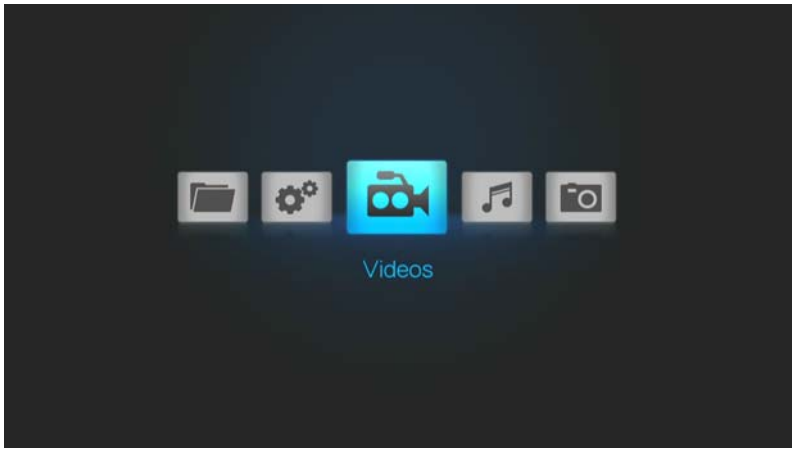
The multimedia drive remote control lets you navigate the Home screen, browse for media files, enable playback options, and customize the system settings. The infrared sensor detects infrared signals from the remote.

Important: Make sure there are no obstructions between the remote control and the infrared sensor on the multimedia drive.

Button	Function
HOME	Home screen which displays Videos/Music/Photos/File Manager/Setup. ■ Press once while browsing inside Videos/Music/Photos/File Manager to bring up the quick menu at the bottom of the screen. ■ Press twice to return to the home screen while browsing inside Videos/Music/Photos/File Manager.
POWER	Power on/off.
Navigation buttons	Navigate through Home options, menu screens, media libraries, and toolbars, skip ahead during video and music playback.
ENTER	■ Displays the media directories and Setup screens. ■ Begins playback of the selected media file. ■ Enables the currently selected setting in a Setup option screen.
STOP	Discontinues playback and goes back to the previous screen.
BACK	Goes back to the previous screen.
REV (rewind)	Scans backward during audio/video playback. Supports the following speeds: 1.5x, 2x, 4x, 8x, 16x, and 32x.
PREV (previous track)	■ Press once to jump to the start of the audio/video file. ■ Press twice to jump to the previous video file.
SEARCH (current folder)	■ Locates a media file in the current folder. ■ Enables File Operation in browse mode.
OPTION	During playback, displays the toolbar for additional playback options.
PLAY/PAUSE	Toggles between pause and playback.
FF (fast forward)	Scans forward through the audio/video playback. Supports the following speeds: 1.5x, 2×, 4×, 8×, 16×, and 32x for video. 2x, 4x, and 8x for audio.
NEXT (next track)	Skips to the next audio, video, or image file.
EJECT	Switches to safe mode so you can safely remove a USB device.

Using the Multimedia Drive Menu

The multimedia drive Home screen menu is displayed when you press **HOME** on the remote control. The icons on this screen let you browse your media library and configure the multimedia drive's settings.



Home Screen Options

The five main Home options (icons) are:

- Videos
- Music
- Photo
- File Manager
- Setup

- The Videos, Music, and Photo icons represent folders for the different media types. Media contents are displayed as files/file folders. Music files may contain metadata information that gets picked up and compiled by auto scan (see "Auto Scan Storage" on page 44). For example, media compilation by auto scan allows music files with metadata to be searched based on genre or the artist's name.
- Setup lets you customize the way you use the multimedia drive and set preferences for media playback. For more information, see "Setup and Advanced Features" on page 41.

Home Screen Navigation

Use the following keys to navigate through the menu screens.

Button	Function
▲▼ **UP/DOWN** arrow	Select a media type (photos, video, or music) or settings
◀▶ **LEFT/RIGHT** arrow	Moves within a category
ENTER	Launches your selection

6 File Manager

Operations

Copying Files

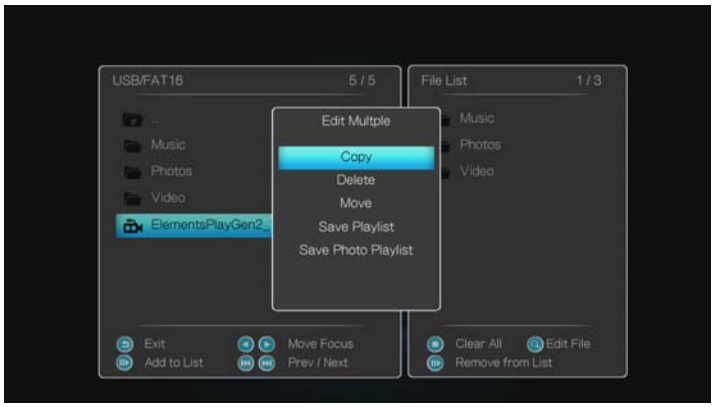
Follow the steps listed below to copy a file to or from an attached USB memory device. The procedure is the same for all types of media files, movies, photos or music.

1. Connect a USB storage device to the USB port on the multimedia drive. The multimedia drive begins scanning the attached storage for media files
2. In the Home menu, browse to locate the **File Manager** category, then press **ENTER**.

3. Press the left or right arrow to select **HDD** (multimedia drive) or the attached **USB** storage device (location you want to copy files from), then press **ENTER** to view the folders in the storage location selected.

4. Press the navigation buttons to find the location of and select the folder or file you want to copy, then press the **SEARCH** button. The list of operations displays.

5. To copy your selection, select **Copy**, press **ENTER**, and proceed to step 7. To select multiple files and folders, select **Select Multiple** then press **ENTER**.
6. Select multiple files using the buttons on the remote as shown on-screen. When finished, press **SEARCH**. Select **Copy**, then press **ENTER**.



7. Select the destination (**USB** device or **HDD**), then press **ENTER** to start copying the file.

8. Navigate to the directory where you want to copy the files/folders, then press **PLAY/PAUSE** to confirm the copy.

9. Press **ENTER** to finish the copy operation.

Moving and Deleting Files

To move a file on the multimedia drive or USB storage device, follow the steps above for copying files, substituting **Move** for **Copy** in steps 5 and 6. The procedure is the same for all types of media files, videos, photos or music.

To delete a file, follow steps 1-7 above, then select **Yes** to confirm file deletion. Press **OK**.

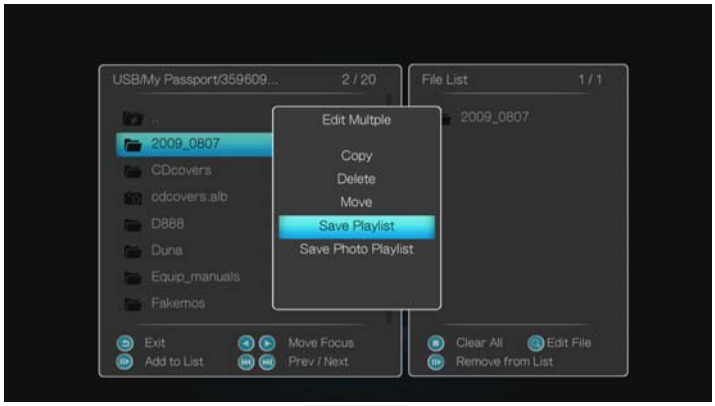
Rename

You can rename files and folders using the Operations user interface. Follow steps 1-4 above, select **Rename**, then use the on-screen keyboard to rename your files and folders.

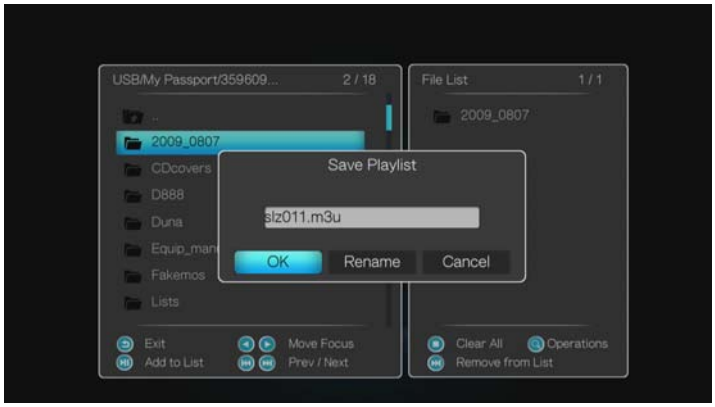
Save & Edit Playlist

You can save a playlist using the **Edit Multiple** function.

1. Follow steps 1-6 under “Copying Files” on page 20 and, in a location containing music files, use the buttons on the remote as shown on-screen. When finished, press **SEARCH**, then select **Save Playlist**.



2. Accept the default playlist name by selecting **OK**, then press **ENTER**. To rename the playlist, select **Rename**, press **ENTER**, then enter the new playlist name using the on-screen keyboard. When finished, select **OK**, then press **ENTER**.



3. To edit an existing playlist, select **Edit Playlist** with a playlist selected (*.m3u file).

4. Select files to add to the playlist using the buttons on the remote as shown on-screen. Repeat step 2 above.

Save & Edit Photo Album

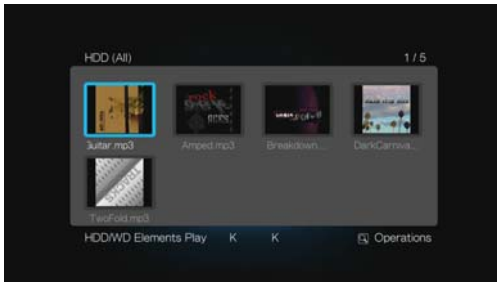
Follow the same steps under “Save & Edit Playlist” on page 22. Be sure you are in a location containing photos. Select **Save Photo Playlist** and **Edit Photo Playlist**; name, rename, and edit the *.alb file as needed.

Options

Navigate to a location on the HDD internal drive or attached USB storage then press **OPTION** to bring up the options menu.

View Options

Set your preferred view option by selecting **Thumbnails**, **List**, or **Preview**.



Thumbnails

List

Preview

Sort & Filter Options

You can sort and filter files in File Manager. Select **Sort by name** or **Sort by date** to show files in ascending order based on the criteria selected.

All Media displays by default. You can filter media files by choosing only to view **Videos**, **Photos**, or **Music**.

6 Watching Video

You can watch videos on your TV using the multimedia drive.

Supported Video Formats

The following video file formats are supported. See “Supported Media File Formats” on page 59 for the complete list of supported file formats and codecs.

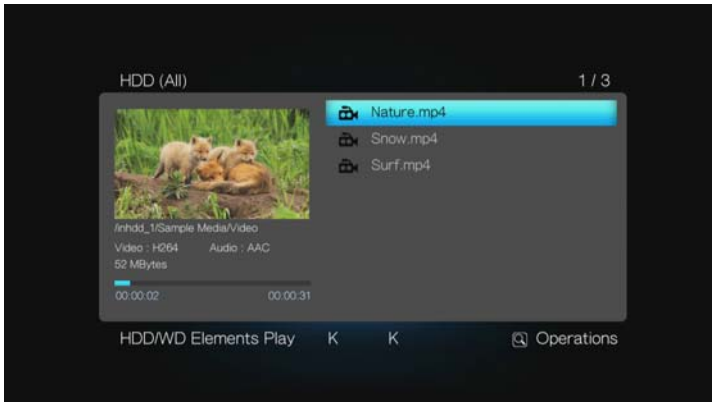
- AVI (Xvid, AVC, MPEG1/2/4, VC-1)
- MPG/MPEG/VOB/ISO/DAT (MPEG 1, MPEG 2)
- MP4/MOV (Xvid, MPEG4, h.264)
- MKV (h.264, x.264, AVC, MPEG1/2/4)
- TS/TP/TRP/M2TS (MPEG 1/2/4, AVC, VC-1)
- FLV (H.263, H.264)
- WMV/ASF (Xvid, VC-1, WMV9)
- RM/RMVB (RV8, RV9)

Video Playback

To play back video:

1. Browse to the Videos category, then press **ENTER**.

2. Use the navigation buttons on the remote control to scroll through the list of videos. Press **OPTION** and select **Preview** to see a preview of the video on the left side of the screen.

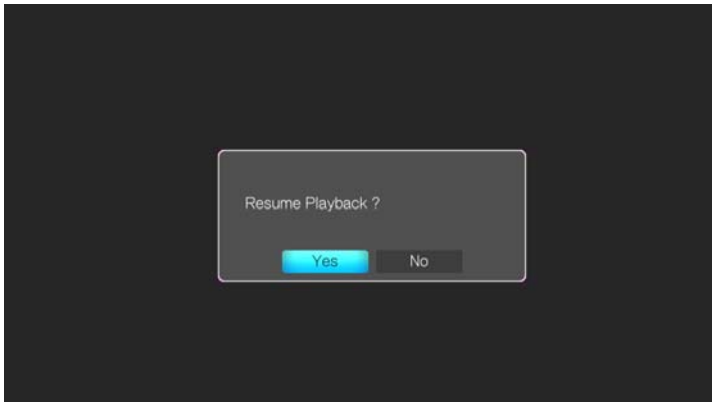


3. Locate the video file you want to play.
   - To begin playback of a single video file, highlight the file, and then press **ENTER**.

Resuming Playback

If you try to open a video file that has been partially played before, the following screen appears, prompting you to choose whether to play the file from the beginning or resume playback from the last playback position if the the Resume Play function has been set to **On** in **Setup** > **System** screen (see “Resume Play” on page 44).

Select **OK** to resume playback or **Cancel** to start playback from the beginning.



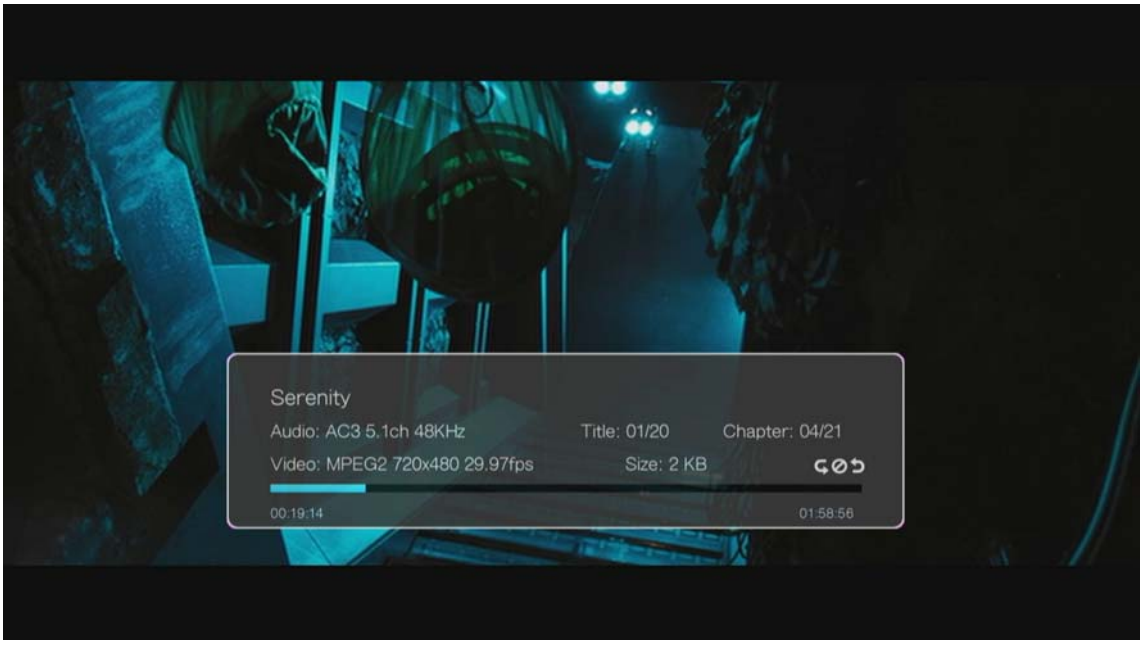
Video Playback Controls

Use these buttons on the remote control to control video playback:

Button	Function
STOP	Discontinues video playback.
PAUSE/PLAY	Pauses or resumes video playback on the selected position.
Press **FF** (fast forward) or **REV** (reverse) to scan video (press repeatedly to select the scan speed).	Scans the video playback forward or backward. The following scan speeds are supported: 1.5x, 2x, 4x, 8x, 16x, and 32x.
Press **NEXT** once	Plays the next video file.
Press **PREV** (previous track) once Press **PREV** (previous track) twice	Starts playback from the beginning of the current chapter. Plays the previous chapter.
Press **RIGHT** arrow Press **LEFT** arrow	Skip ahead 10 minutes. Skip back 10 minutes.

Video Information Panel

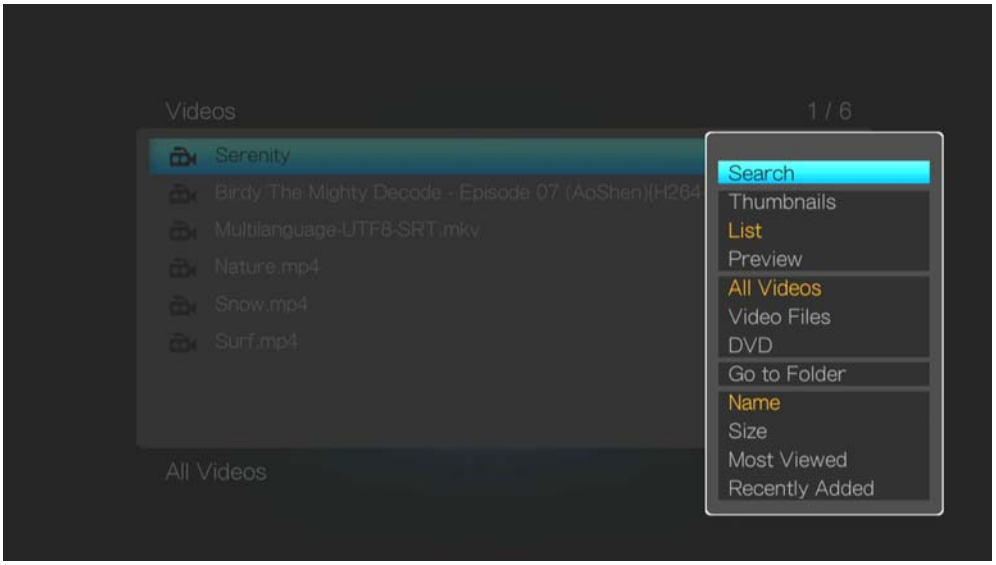
Press **ENTER** during playback to display the Video Information Panel. This panel shows the information about the current video, including the video file or movie name, audio and video formats, elapsed and total playback time, playback progress bar, title and chapter info, file size, and repeat option (Off, All, Title, or Chapter):



Video Menu Options

The video menu options allow you to search, sort, and filter your videos.

- To display the video options, press **OPTION** in a directory containing videos.
- Press **ENTER** to select an option.
- To hide options, press **BACK** or **OPTION** again.

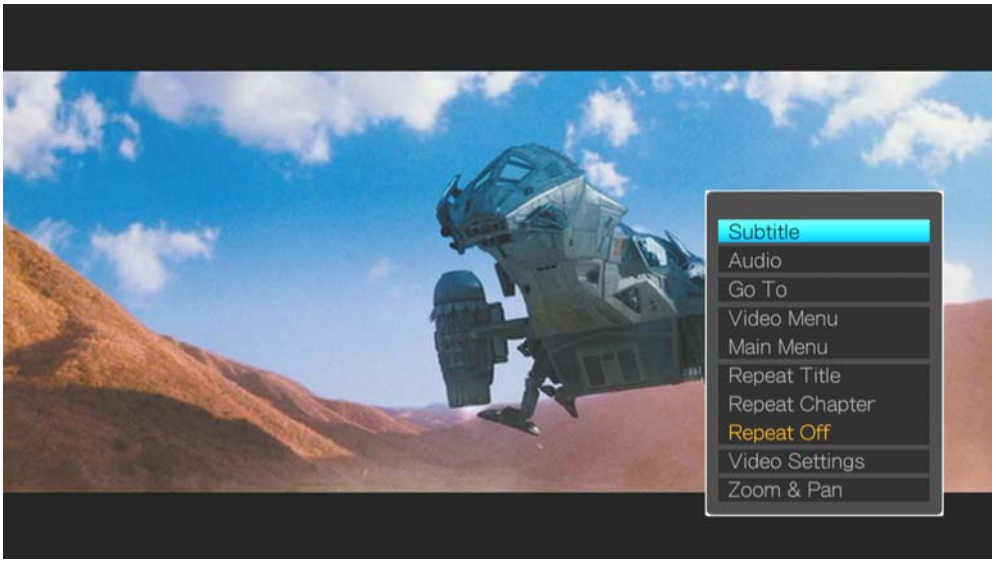


- Select **Search** to input search criteria using the on-screen keyboard. See “Locating Media Content” on page 48
- Select a view mode (**Thumbnails**, **List**, or **Preview**). See “View Options” on page 24
- Filter videos by selecting **All Videos**, **Video Files**, or **DVD** files.
- Select **Go to Folder** to view the folder where the selected video file is located.
- Sort results by **Name**, **Size**, **Most Viewed**, and **Recently Added**.

Video Playback Options

Video playback options allow you to customize the way you watch your videos.

- To display the video options, press **OPTION** during playback.
- Press **ENTER** to select an option.
- To hide options, press **BACK** or **OPTION** again.



Note: Video Menu, Main Menu & Chapter options will only display if supported by the video file type.

Subtitle

Use this option to set subtitle preferences during video playback. Make sure the subtitle file is located in the same folder as the current video, and that it has the same filename as the video file. Use the navigation buttons and the **ENTER** button to select language, position, size, timing, encoding, and color of the subtitles.

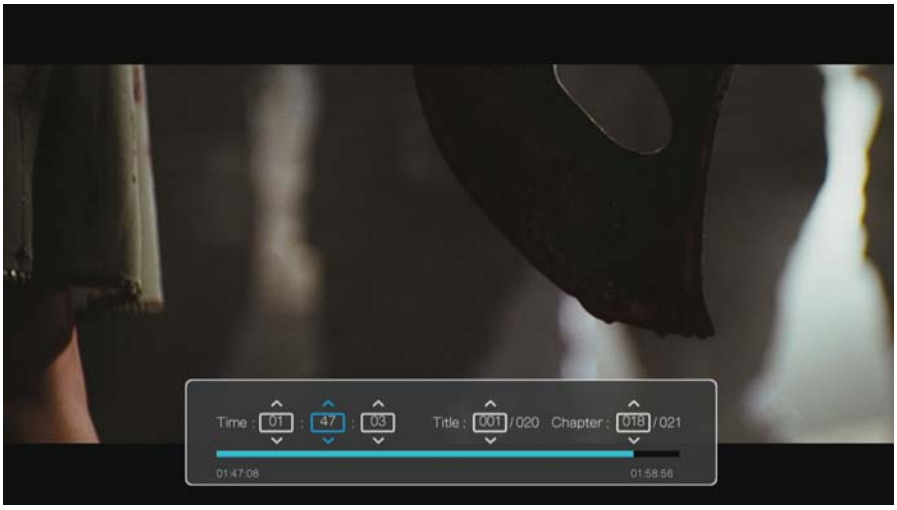
Note: Subtitle files (specific types that are supported) need to have the exact same file name as the media they are playing (the extensions will be different) and need to be located in the same folder as the video file.

Audio

Use this option to select the audio language used in the video playback. This option is only available if the current video has more than one audio track. Make sure the audio tracks are located in the same folder as the current video.

Go To

Use the navigation buttons to jump to a specific time, chapter, or title in the video.



Video & Main Menu

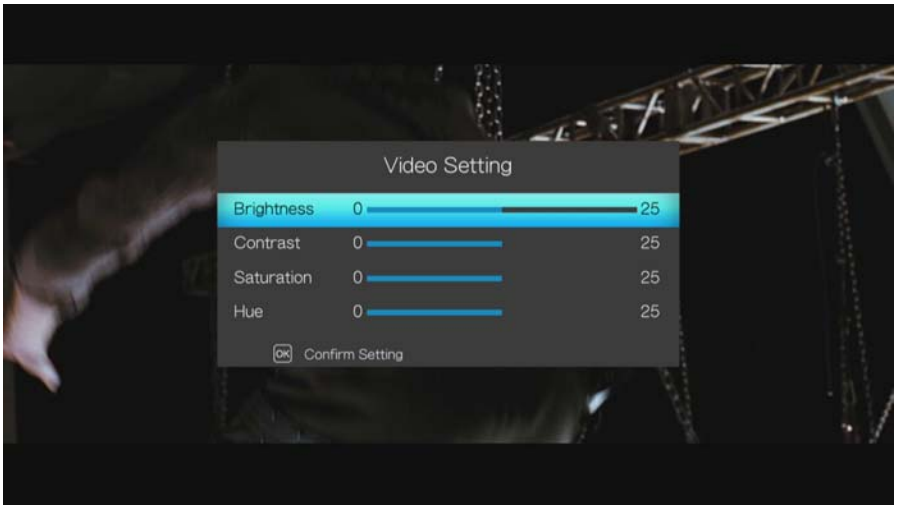
Use these options to view the video menu or main menu for the currently playing video (if available).

Repeat Options

Repeat options are set to Off by default. You can choose to repeat all, chapter, or title. Your selection is shown in the video information panel. See “Video Information Panel” on page 27

Video Setting

Use the navigation buttons to set brightness, contrast, saturation, and hue of the currently playing video. Press **ENTER** to confirm your settings.



Video Zoom

Use these options to change the viewing scale of the video playback screen. Press **ENTER** repeatedly to cycle through the available zoom options. Press **OPTION** or **BACK** to revert to the default viewing scale.

7

Playing Music

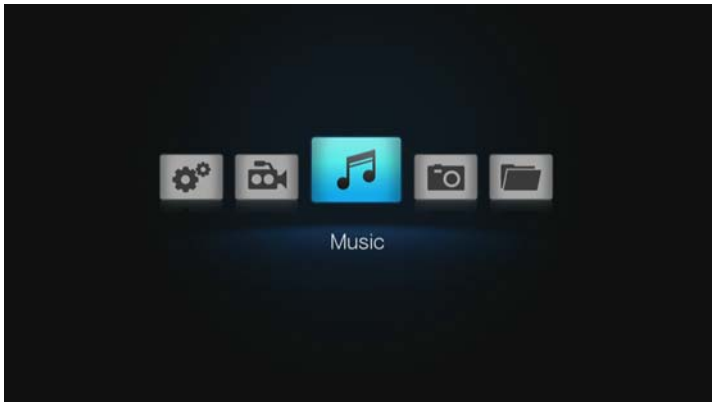
With the multimedia drive you can copy your music library to a USB device and listen to it from your entertainment unit. The following audio file and audio codec formats are supported.

Audio

- MP3
- WAV/PCM/LPCM
- WMA
- AAC
- FLAC
- MKA
- OGG
- APE
- DTS 2.0/Dolby® Digital/Dolby Digital Plus/Dolby TrueHD (inside video file only)

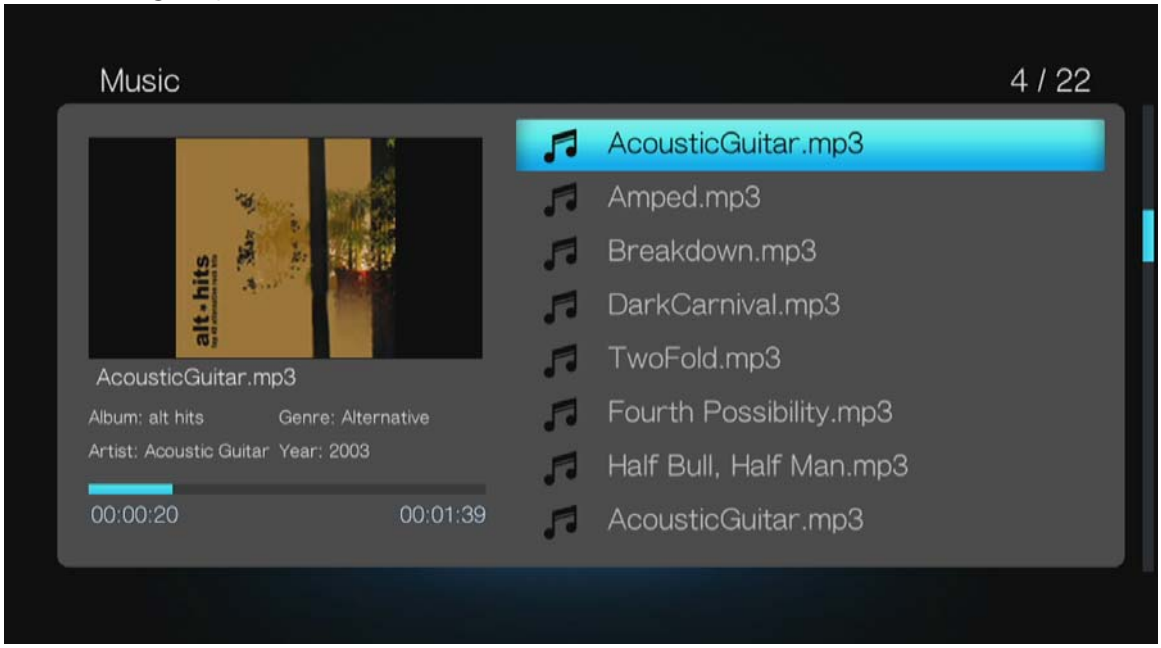
Music Playback

1. Browse to the Music category, then press **ENTER**.



2. Use the navigation buttons on the remote control to scroll through the list of audio files. Press **OPTION** and select **Preview** to see album art and info on the left side of the screen.
3. Locate the audio file you want to play.
   - To begin playback of a single audio file, highlight the file, and then press **ENTER**.
   - To begin playback of a music playlist, highlight the playlist name, and then press **PAUSE/PLAY**.
   - To begin playback of all audio files in a folder, highlight an audio file in that folder, and then press **PAUSE/PLAY**.

The music playback screen displays information about the currently playing audio file including file, album, artist, and genre name, year, and playback progress bar showing elapsed and total time.



Music Playback Controls

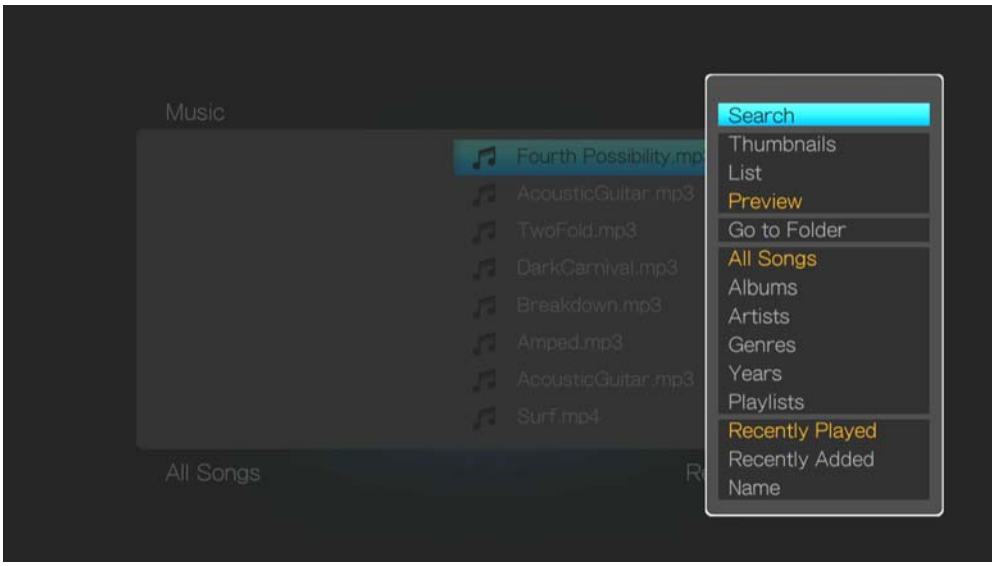
Use these buttons on the remote control to control music playback:

Button	Function
STOP	Stop audio playback.
PAUSE/PLAY	Pause or resume audio playback from the selected position.
Press **FF** (fast forward) or **REV** (rewind) to scan the audio file (press repeatedly to select the scan speed)	Scan the audio playback forward or backward. The multimedia drive supports the following scan speeds: 1.5x, 2x, 4x, 8x, 16x, and 32x.* **Not all audio file formats support multiple scan speeds.*
Press **NEXT**	Play the next audio track in the music folder/playlist.
Press **PREV** (previous track) once Press **PREV** (previous track) twice	Start playback from the beginning of the current audio track. Play the previous audio track in the music folder/playlist.
Press **RIGHT** arrow Press **LEFT** arrow	Skip ahead 30 seconds. Skip back 30 seconds.

Music Menu Options

The music menu options allow you to search, set view modes, sort, and filter your music files.

- To display the music options, press **OPTION** in a directory containing music files.
- Press **ENTER** to select an option.
- To hide options, press **BACK** or **OPTION** again.



- Select **Search** to input search criteria using the on-screen keyboard. See “Locating Media Content” on page 48
- Select a view mode (**Thumbnails**, **List**, or **Preview**). See “View Options” on page 24
- Select **Go to Folder** to view the folder where the selected music file is located.
- Filter music by selecting **All Songs**, **Albums**, **Artists**, **Genres**, **Years** or **Playlists**.
- Sort results by **Recently Played**, **Recently Added**, and **Name**.

Music Playback Options

To set the music repeat mode:

1. During music playback, press **OPTION**.

2. **Repeat Off** is selected by default. You can also choose one of the following options:
   - **Repeat One** – The current audio track is played repeatedly until you press **STOP** or **BACK**.
   - **Repeat All** – All the audio files in the current music folder/playlist are played in sequence and repeatedly until you press **STOP** or **BACK**.
   - **Shuffle** – All the audio files in the current music folder/playlist are shuffled (played repeatedly in random order) until you press **STOP** or **BACK**.

   Make your selection and press **ENTER**.

Playing Music From Your iPod®

Apple® uses a proprietary naming scheme and because of this the multimedia drive is unable to display the original names for the folders and files as they are in your iPod. The multimedia drive instead reassigns new names for the folders and files, but only while in use with the multimedia drive. The original file information is preserved in your iPod. You can view the original file information when you play a file where the screen displays the metadata.

Note: The multimedia drive does not support playback of protected premium content such as movies or music from the iTunes® Store, Cinema Now, Movielink®, Amazon Unbox™, and Vongo®.

To use your iPod with the multimedia drive, simply plug your iPod in to the USB port and navigate through the interface menu.

Note: The multimedia drive only supports USB mass storage mode. iPod Touch is not a USB mass storage device and is therefore not supported.

8

Viewing Photos

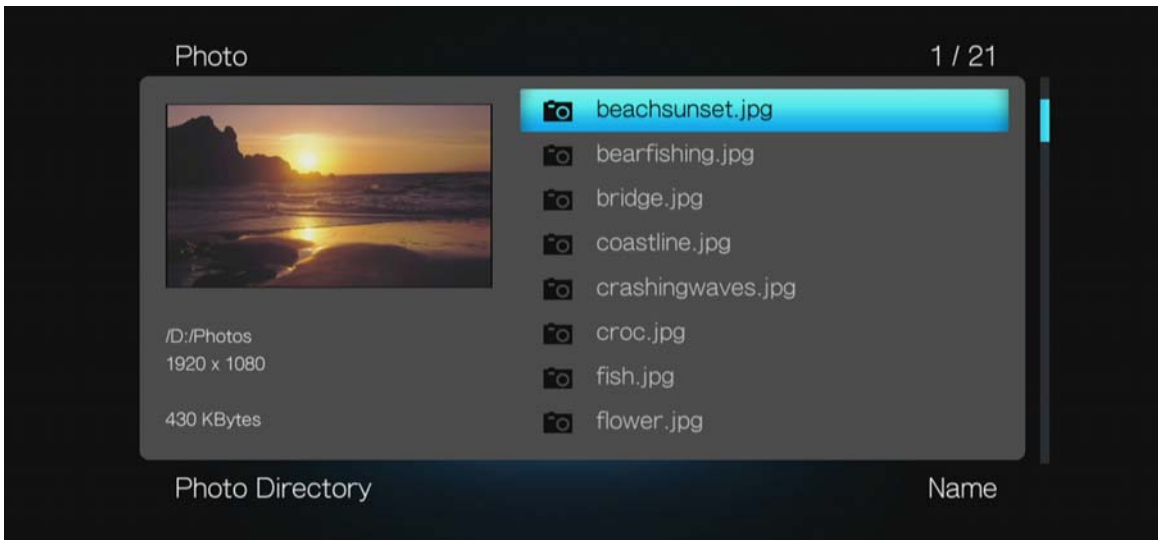
With the multimedia drive you can view your digital photo album in the comfort of your living room. It's perfect for sharing fun times with your friends and family. The following image file formats are supported:

- GIF (Animated GIFs are not supported)
- BMP (non-compressed)
- JPEG (grayscale, RGB, YCbCy)
- TIF/TIFF (RGB)
- PNG (Non-alpha channel only)

Photo Display

1. Select the Photos icon, then press **ENTER**.

2. Use the navigation buttons on the remote control to scroll through the list of photos. The screen displays thumbnails of all available picture files and photo folders. Only image files supported by the multimedia drive are displayed.Press **OPTION** and select **Preview** to see the photo and info such as resolution and file size on the left side of the screen.



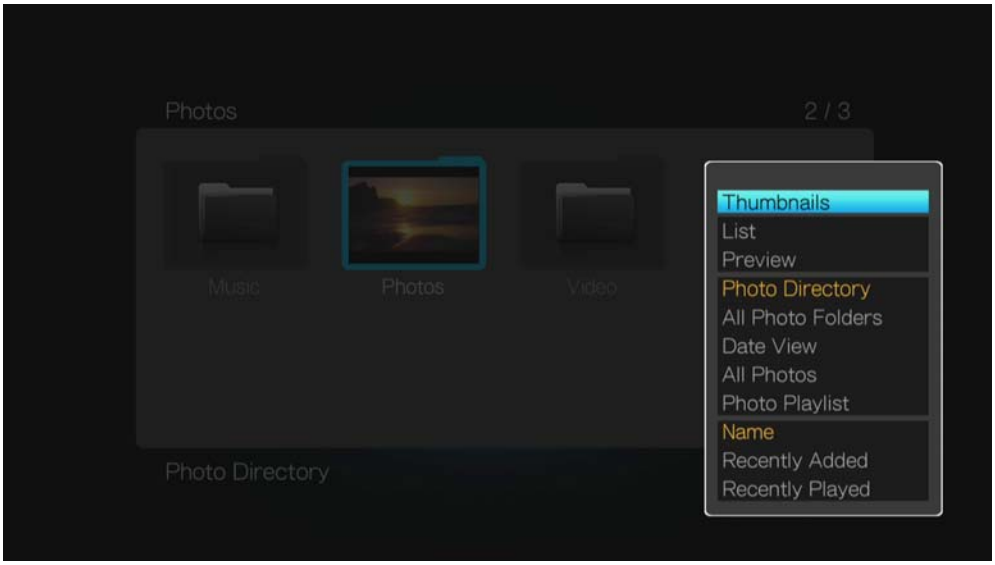
3. Locate the picture file you want to view.
   - To open a single picture file for viewing, select the file, and then press **ENTER**.

- To view the next picture file in the photo folder, press **NEXT** (photo).
- To view the previous picture file in the photo folder, press **PREV** (previous).

Photo Menu Options

The music menu options allow you to search, set view modes, sort, and filter your music files.

- Press **OPTION** in a directory containing photos.
- Press **ENTER** to select an option.
- To hide options, press **BACK** or **OPTION** again.



- Select a view mode (**Thumbnails**, **List**, or **Preview**). See “View Options” on page 24
- Filter photos by selecting **Photo Directory** (to only show photos in a directory), **All Photo Folders** (to only show folders containing photos), **Date View**, **All Photos**, or **Photo Playlist**.
- Sort results by **Recently Played**, **Recently Added**, and **Name**.

Photo Playback Options

Photo playback options allow you to customize the way you watch your videos.

- To display the photo options, press **OPTION** during playback.
- Press **ENTER** to select an option.
- To hide options, press **BACK** or **OPTION** again.

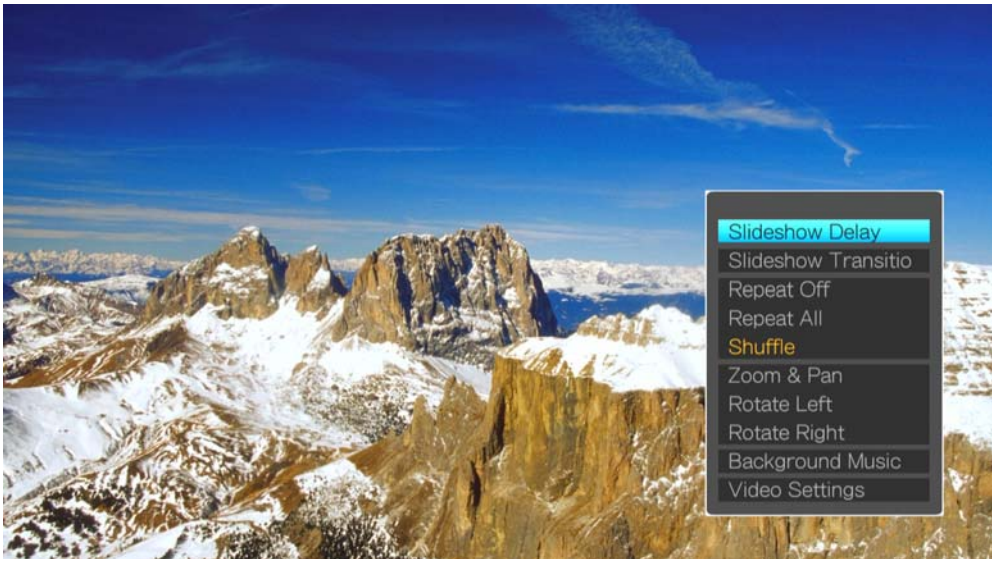


Photo Slideshow

The multimedia drive lets you create a slideshow using the contents of a photo folder.

To start a slideshow:

1. Locate the photo folder containing the image files you want in the slideshow. (See “Photo Display” on page 36.)
2. Select the photo folder, then press **PAUSE/PLAY**.
3. Press **OPTION** to select **Slide Timing**, then press **ENTER**.
4. Slide timing is set to **Off** by default. Select a slideshow timing interval (from 3 seconds to 2 minutes), then press **OK**.

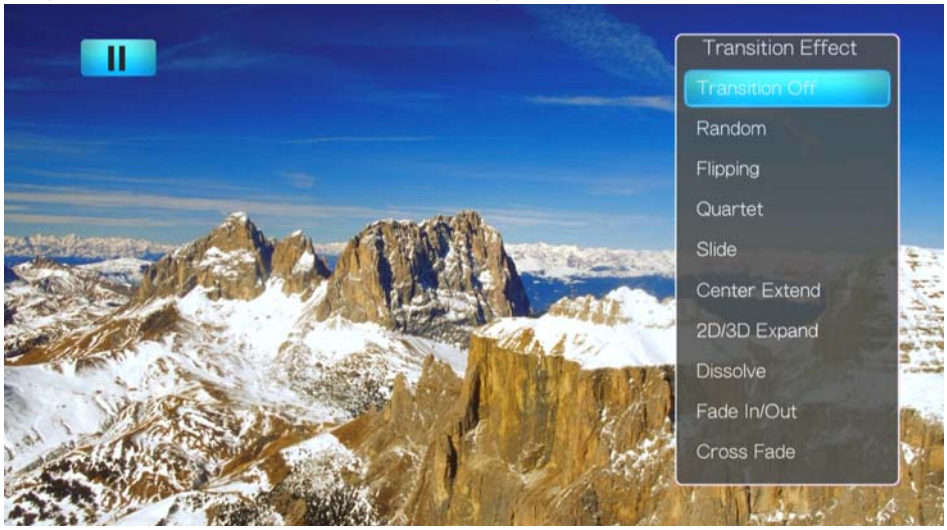
Slideshow Playback Controls

Use these buttons on the remote control to control slideshow playback:

Button	Function
STOP	Discontinue the slideshow
PAUSE/PLAY	Pause or resume the slideshow
NEXT (photo)	Display the next picture file in the slideshow
PREV (previous photo)	Play the previous picture file in the slideshow
UP/DOWN buttons	Rotate the currently playing photo

Slide Transition

Use this option to select from a wide variety of slideshow transition effects.



Repeat and Shuffle Options

Use these options to set the slideshow to **Repeat All**, **Repeat Off**, or **Shuffle**.

Zoom & Pan

Use this option to change the viewing scale of the image display. Select **Zoom**, then press **ENTER** repeatedly until the scale you want is shown. You can also use the remote control navigation buttons (left, right, up, down) to pan the display.

Rotating the Photo

Select **Rotate Left** or **Rotate Right** to rotate the image clockwise or counter-clockwise. These settings do not affect the original file's orientation.

Background Music

Use this option to set background music for the slideshow.

1. Select **Background Music**, then press **ENTER**.
2. Select **Select Music**, then press **ENTER**.
3. Select a song or directory of music files you want to use for background music, then press **ENTER**.

Video Setting

Use the navigation buttons to set brightness, contrast, saturation, and hue of the currently playing photo or slideshow. Press **ENTER** to confirm your settings.

Photo Info Panel

Press **ENTER** while displaying a photo or slideshow to bring up the photo info panel. Info about the photo, slideshow, and photo equipment used displays.

9 Setup and Advanced Features

Setup

The Setup menu lets you customize the way you use the multimedia drive and set preferences for media playback.

To select a Setup category:

1. Press **HOME**, then select the Setup icon.

2. Press **ENTER**. The Setup menu opens.
3. Use the left and right navigation buttons to select a Setup category, then press **ENTER**. Use the up and down navigation buttons to select options within each category.

There are four Setup categories, including **System**, **Audio**, **Video**, and **Others**.

Setup Navigation Buttons

Use these buttons on the remote control to navigate within and between the Settings screens.

Button	Function
Navigation ▲▼◀▶	■ Select a menu ■ Select a menu setting in an option screen
ENTER	Displays the option screen for the selected menu
Press **ENTER**. A confirmation prompt appears. If your entertainment unit cannot support the selected setting, no change is made and the original setting is retained.	Applies the selected menu setting
BACK	Displays the previous menu screen

System Setup

The following system setup options are available:

Menu Language

Use this menu to select the menu language for your multimedia drive user interface. Language options may include:

- English (default)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Simplified Chinese
- Traditional Chinese
- Albanian
- Thai
- Arabic
- Hebrew
- Polish
- Czech
- Slovak
- Hungarian
- Romanian
- Bulgarian
- Serbian
- Croatian
- Ukranian
- Greek
- Turkish
- Hindi

Text Encoding

Use this menu to select the text encoding for the multimedia drive user interface. Encoding options include Unicode, Simplified Chinese, Traditional Chinese, Western European, Turkish, Central European, Greek, Cyrillic, Hebrew, SE European, Japanese, Korean, Arabic, and Thai.

Autoplay DVD-ROM

Note: Autoplay does not support USB hubs.

Use this menu to turn Autoplay **On** or **Off** for a DVD ROM device connected to the USB port. After it is set, and the multimedia drive restarted, Autoplay starts each time the multimedia drive is powered on.

Note: Autoplay will ignore all unsupported files without displaying any system warning messages during playback.

Autoplay USB Storage

Note: Autoplay does not support USB hubs.

Use this menu to set Autoplay to **Autoplay Video** (a video file must be stored in the USB root directory), **Autoplay Music+Photo** (a music and/or photo file must be stored in the USB root directory), or **Off** for a USB storage device connected to the USB port. After it is set, and the multimedia drive restarted, Autoplay starts each time the multimedia drive is powered on.

Save the media files at the root directory of the attached USB storage device.

Note: Autoplay will ignore all unsupported files without displaying any system warning messages during playback.

Screen Saver

Use this menu to set screen saver options.

Screen Saver Timing

Set timing to **Off** (no screensaver), **2 Minutes**, **5 Minutes**, or **10 Minutes**.

Screen Saver Options

Set screen saver options to **Default** (WD logo) or select a **Photo Folder** to use for your screen saver.

Keyboard Language

Use this menu to set the language for the on-screen keyboard. Options include **English**, **Traditional Chinese (Zhu Yin)**, **Traditional Chinese (Han-Yu)**, and **Simplified Chinese (Han-Yu)**.

Unlock External HDD

Use this menu to unlock an attached password-protected USB device. Enter the password for the external drive using the on-screen keyboard, select **OK**, then press

ENTER. The **Unlock External HDD** menu is grayed out after the external drive has been unlocked or when a password is not being used.

Auto Scan Storage

When set to **Auto Scan On** (default setting), auto scan builds/updates a media compilation/database file stored on the internal hard drive. Scanning allows content browsing via the metadata in the Videos, Music, and Photos menus.

You can set the multimedia drive to **Auto Scan Off**, or press **STOP** on the remote while in the Home screen to stop the database scan. **Resume Scan** lets you resume the database scan that you stopped previously.

Resume Play

Use this menu to set the resume play function (see “Resuming Playback” on page 26) to **On** or **Off**.

Format Storage

Important: Formatting a drive erases all its contents. If you have already saved files on the drive, be sure to back them up before formatting it.

You may not be able to reformat a 3 TB drive and access the full capacity due to a 2.19 TB capacity barrier encountered with some operating systems. Go to *http://support.wdc.com* and refer to Knowledge Base Answer ID 2754 for details.

Use this menu to format the internal or external (attached) drive. Select **Internal HDD** or **External HDD**, then press **ENTER**. Select **OK**, then press **ENTER**.

Device Auto Shut Down

Use this menu to shut down the multimedia drive after a certain period of time. This works like the “SLEEP” function in your TV, which automatically turn offs the device after the set timeframe. Options include: **OFF**, **10 Min**, **30 Min**, **1Hr**, **3Hr**.

Reset to Factory Default

Use this menu to restore all multimedia drive system preferences and playback settings to their default factory values. This may correct problems caused by a failed firmware upgrade or faulty configuration settings.

Note: Factory Default only clears user settings from the device. To clear all the data and content from the internal drive, you need to reformat the drive. See “Format Storage” on page 44

Audio Setup

The following audio settings are available:

Set Maximum Volume Limit

Use this menu to set the dynamic range control, which reduces or increases sound levels. Options are **Off**, **Medium**, and **High**.

HDMI Output

Set the audio output for the HDMI connection to **Downmix to Stereo** (stereo, composite connection), **Uncompressed Digital Output**, or **Auto** (auto-negotiates with the connected TV to set up the HDMI connection automatically).

S/PDIF Output

Set the audio output for the S/PDIF connection to **Downmix to Stereo** (stereo, composite connection) or **Uncompressed Digital Output**.

Surround Sound Output

Set your surround sound preferences. Options include **Any Available Audio Stream** (auto-negotiate with your TV), **5.1 CH Only**, or **Dolby TrueHD Only**.

HDMI A/V Sync

Use this menu to adjust timing so the audio can better sync up to the video. Options include **HDMI A/V (AUTO)** (auto-negotiate with your TV), **HDMI A/V (MANUAL)** (use the up navigation button on the remote to increase the sync value, and **Off**.

Video Setup

The following video settings are available:

Aspect Ratio

Use this menu to select the way videos are displayed. Options include:

- Normal (**Pan Scan 4:3**, **Letter Box 4:3**)
- Widescreen (**16:9**, **16:10**)

Note: The media player's default setting is **16:9**. Make sure your TV can support widescreen resolution, or this default setting can result in a distorted video display. See "Aspect Ratio" on page 62 in the Appendix for further details.

TV System

Use this menu to select a video signal. Default setting is **HDMI Auto** (auto-negotiate with your TV). Highest resolution setting is **1080P 60Hz** in this menu. After you finish making your selection, press **ENTER**.

Note: The further down the list the setting, the higher the resolution and clearer the picture.

You can also use this menu to select the TV standard applicable to your device. This setting depends on your regional location.

Options include:

- **NTSC** – United States, Canada, Japan, Mexico, the Philippines, South Korea, and Taiwan.
- **PAL** – Europe, Greenland, parts of Africa and South America, the Mideast, China, India, Australia, and Indonesia

Scale Video Output to 90%

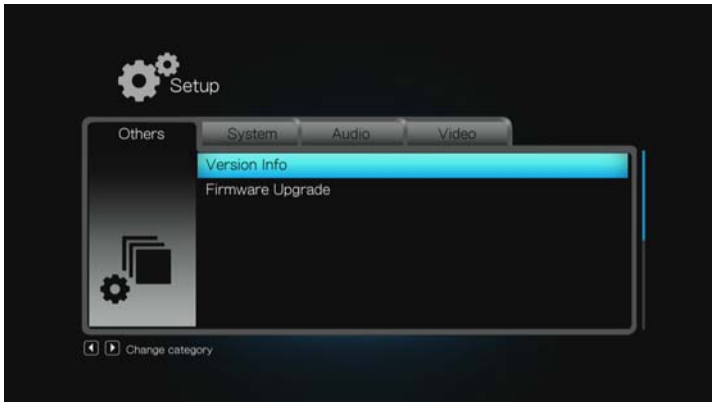
Setting this menu to **On** shrinks the video output to 90% for better viewing on legacy TVs that have a problem showing full resolution. Also, see “Video Zoom” on page 31.

1080P 24Hz

1080P 24Hz improves video content playback on the TVs that support it. When set to **On**, the option is applied only when the video content is 24Hz and the TV supports 24Hz.

Others Setup

The following additional settings are available:



Version Info/About

Use this menu to display the current firmware version and serial number.

Firmware Upgrade

Use this menu to do a manual firmware upgrade. See “System Firmware Upgrade” on page 51

Locating Media Content

To perform a media search:

1. If you want to search for particular type of media (for example, video files only), go to the Home screen for that media type (i.e., select **Videos** in the main screen then press **ENTER**).
2. Press **SEARCH** on the remote control. An on-screen keyboard displays.

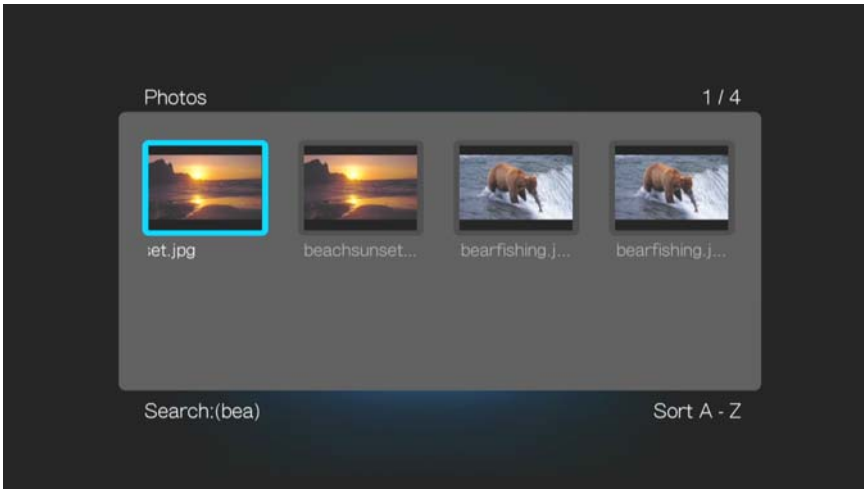
To use the on-screen keyboard:

- Use the arrow keys to select a character, then press **ENTER** to copy it to search field.
- Highlight the globe icon then press **ENTER**, or press **NEXT** to input characters in a different language. Press **NEXT** again to cycle through the input options.
- Highlight **Move L** or **Move R** then press **ENTER**, or press **REW** or **FF** to move the cursor within the search field.
- To erase the last character in the search field, highlight **DELETE** then press **ENTER**, or press **STOP**.
- Highlight **Aa** then press **ENTER**, or press **SEARCH** to input characters in a different case.
- Highlight **@#** then press **ENTER**, or press **PREV** to display the symbol keyboard for inputting numbers, symbols, and special characters.
- Press **Space** to insert a space between search terms.
- Press **Clear** to delete all text/characters in the search field.
- Use the arrow keys to select a term in the Input history list, then press **ENTER** to relaunch the search. Select **Input history** and press the right arrow on the remote to clear input history.

3. Define the search parameters in the search field. The more information provided, the better the search results. After you have defined the search term, highlight **OK** on the bottom of the on-screen keyboard then press **ENTER**, or press **PLAY/PAUSE**. The search results are shown, clearing the search field and moving search term to input history.

- All files with filenames that begin with the characters entered in the search field are included in the search results. For example, searching for ‘glo’ could result in these matches:
  Global party.jpg
  Glow of the Field.jpg
  Gloss.jpg
- All files with filenames that include the characters entered in the search field are listed in the search results. For example, searching for ‘un’ provides could result in these matches:
  Land of the Rising Sun.jpg
  shunt_1a.jpg
  Unite.jpg.

If no media files match the search, press **OPTION** then select the search function to display the on-screen keyboard again and redefine the search parameters. If media files matching your search parameters are found, they will be listed as shown below (the result of entering ‘bea’ in Photos).



4. Press the navigation buttons to select the media file you are looking for, then press **ENTER** or **PAUSE/PLAY** to start playback.

MediaInfo - Examining Your Files

MediaInfo (free software) can provide technical and tag information about your video or audio files.

MediaInfo provides the following kinds of information:

- General—title, author, director, album, track number, date, and duration
- Video—codec, aspect, fps, and bitrate
- Audio—codec, sample rate, channels, language, and bitrate
- Text—language of the subtitles
- Chapters—number and a list of chapters

MediaInfo supports the following formats:

- Video—MKV, OGM, AVI, WMV, QuickTime, Real, MPEG-1, MPEG-2, MPEG-4, DVD (VOB) (Codecs: XviD, MSMPEG4, ASP, H.264, AVC)
- Audio—OGG, MP3, WAV, RA, AAC, M4A, AU, AIFF
- Subtitles—SRT, SSA, ASS, and SAMI

With MediaInfo, you can:

- Read many video and audio file formats
- Use several methods of viewing information, such as text, sheet, tree, and HTML
- Customize views
- Export information as text, such as CSV and HTML

To examine your files:

1. Use your browser and go to *http://mediainfo.sourceforge.net/en*.
2. Download the software and install it on your computer.
3. Follow the instructions as prompted.

10 System Maintenance

The system firmware of your multimedia drive can be upgraded to the latest release, which can improve support for media file playback and includes bug fixes and product enhancements. To ensure that you receive the latest update, we recommend registering your product at *https://register.wdc.com*.

This chapter describes how to upgrade the system firmware and perform simple troubleshooting. If you encounter an error message, refer to the “Common Error Messages” on page 55 for possible corrective action.

Solutions to more serious problems may require contacting your dealer or an authorized service center for assistance. For more information, refer to WD Service and Support on the second page of this user manual.

System Firmware Upgrade

Firmware is an important set of instructions that tells your multimedia drive how to operate, what the interactive screens look like, and how to do what you tell it to do. Upgrading the firmware is important because WD is always developing newer, faster, and more efficient ways of doing things that your multimedia drive needs to know.

Important: Make sure the multimedia drive’s AC power adapter remains connected during the firmware update. A power disruption during the update process can corrupt the system firmware. Also, make sure that you do not unplug the USB storage device if it contains the firmware file.

Upgrade Firmware Using the Internal Drive

1. Go to *http://support.wdc.com*.
2. Click **Downloads**, then the multimedia drive name (or photo).
3. Copy the firmware update file to a location on your computer.
4. Connect the multimedia drive to your computer (see “Step 2 - Loading Content On Your Multimedia Drive” on page 12).
5. Using an unzip utility, extract the zip file contents to the root directory of the multimedia drive’s internal HD.
6. Reconnect the multimedia drive to your TV if necessary, then turn it on. If the multimedia drive is already on, be sure you are in the **HOME** screen.

7. The firmware upgrade screen displays. Select **OK**, then press **ENTER**. This restarts the system.

8. After restarting, the system automatically enters firmware upgrade mode.
9. Once the update process finishes, the multimedia drive restarts. The new firmware loads automatically.

Upgrade Firmware Using USB Storage

1. Go to *http://support.wdc.com*.
2. Click **Downloads**, then the product name (or photo).
3. Copy the firmware update file to a location on your computer.
4. Using an unzip utility, extract the zip file contents to the root directory of a USB device connected to your computer.
5. Safely remove the USB device from the computer.
6. Connect the USB device to the multimedia drive's USB port.
7. *Automatic firmware upgrade*: Turn off autoplay USB storage (see “Autoplay USB Storage” on page 43 for details). Proceed to step 10 below.

   Manual firmware upgrade: Proceed to step 8.
8. Press **HOME**, then select **Setup**. Press **ENTER**.
9. Use the navigation buttons to select **Others**, select **Firmware Upgrade**, and then press **ENTER**.
10. Select **OK**, then press **ENTER** again. This restarts the system.
11. After restarting, the system automatically enters firmware upgrade mode.
12. Once the update process finishes, the multimedia drive restarts. The new firmware loads automatically.

Troubleshooting

Problem	Solution
DISPLAY	
The TV screen is blank and the multimedia drive power LED remains off.	■ Make sure the TV is turned on. ■ Make sure that the power adapter and power outlet are okay. ■ Make sure that the interface cable is properly attached to the correct terminals on both the TV and the multimedia drive.
The TV screen is blank and the multimedia drive power LED is blinking.	A system diagnostic failure occurred. Turn off your multimedia drive, wait 10 minutes, then turn it on again. If the same thing happens, contact the WD Technical Support for assistance (see WD Service and Support on the second page of this user manual).
The TV screen is blank and the multimedia drive power LED is on.	■ Make sure the TV is turned on. ■ Make sure that the interface cable is properly attached to the correct terminals on both the TV and the multimedia drive. ■ Make sure that the resolution setting is correct. ■ Press and hold the reset button for 10 seconds to switch between PAL and NTSC modes.
The TV screen is blinking and fuzzy.	■ Make sure that the interface cable is properly attached to the correct terminal(s) on both the TV and the multimedia drive. ■ Make sure the multimedia drive power LED is on. ■ If you are using a CRT TV, navigate to the Home | Settings | TV System screen and: - Make sure that the **Composite** option is selected as the video output. - Make sure the TV system setting matches the system used in your region. Press and hold the reset button for 10 seconds to switch between PAL and NTSC modes.
The video display is cut off or appears in a sidebar.	Navigate to the Home | Settings | Display Mode screen and make sure that aspect ratio is set as **4:3** or **16:9,** whichever is appropriate for your TV.
FILES	
File does not play.	■ Verify compatibility. Refer to “Supported Media File Formats” on page 59.
The list of files is blank.	■ Make sure that you are in the file folder containing the type of files you are looking for and that scanning has completed.

Problem	Solution
AUDIO	
There is no sound.	■ Make sure the volume on the entertainment unit is not muted. ■ The audio codec might not be supported. ■ The wrong output mode is selected for your connection type: - You have Stereo selected as your audio output mode and have a S/PDIF cable connected. - You have Digital Ouput selected as your audio output mode and have an RCA audio or composite cable connected.
USB DEVICE	
The attached USB device is not detected.	■ The multimedia drive only supports mass USB storage mode. Make sure that the USB device is configured as a "mass storage device." ■ The USB drive may not appear in Video, Photo, or Music while the drive during Auto Scan. ■ Make sure the USB device's file system is supported (NTFS, FAT/FAT32, or HFS+). ■ If using a USB hub, unplug the device from the hub and connect it directly to the multimedia drive.
Files on the attached camera or other USB device cannot be accessed via the Video, Music, or Photo menus.	■ The device storage is set to read-only mode. Reset the device storage mode or access files via the File Manager menu.
REMOTE CONTROL	
The multimedia drive remote control does not work.	■ Press only one button at a time. ■ Make sure the batteries are properly inserted. ■ The batteries may already be drained. Replace batteries with new ones. ■ Make sure that the path between the remote control and the multimedia drive is not blocked.
FIRMWARE UPGRADE	
The firmware upgrade is unsuccessful.	■ Make sure to download the latest firmware version. ■ Make sure all connections are correctly installed. ■ Make sure the firmware file is placed in the root directory of the USB storage device. ■ Make sure that the firmware file name has not been changed.
FILE MANAGEMENT	
Unable to copy or delete file.	■ Make sure the file or storage device is not locked to Read-only. ■ Verify that there is enough space on the destination drive.

Common Error Messages

If this message appears	Perform this action
HOME	
Media drive is connected as a USB client device.	The media drive is currently in USB client mode. Disconnect the USB cable from the USB mini port to exit this mode.
CONTENT PLAYBACK	
Unable to play video of this corrupted file.	The file is corrupt. You may need to use media editing software to recreate the file in a compatible format.
Unable to play audio of this corrupted file.	The file is corrupt. You may need to use media editing software to recreate the file in a compatible format.
Unable to play the selected file. Please see the User Manual for a list of supported file formats.	1. Copy the file from the media drive's internal hard drive to your computer or a USB device (eject and disconnect the USB device from the multimedia drive and connect to your computer if necessary). 2. Use your computer to verify that the file format is correct. You can use media editing software to recreate the file in a compatible format. 3. Copy the file from your computer's hard drive to the media drive's internal hard drive or a USB device, (eject and disconnect the USB device from the your computer and connect to the multimedia drive if necessary).

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
■ Install, partition, and format the drive in Windows XP and Vista	3865
■ Install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+	3865
■ Reformat from Mac GPT to Windows XP NTFS	3645
■ Reformat the drive from Mac GPT to Windows Vista NTFS format	3647
■ Format the drive to the FAT32 file system*	1364
■ Use the drive on a Mac and a PC simultaneously	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at http://support.wdc.com and article IDs 314463 and 184006 at http://support.microsoft.com for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/download.*

Frequently Asked Questions

Q: *How do I play or modify media on my computer?*

A: Several multimedia drive applications are currently available, such as Winamp and iTunes, that let you play, arrange, and edit media files. These multimedia drives also let you edit the metadata information for media files. You can search the Internet with your browser to locate where these applications are available for download.

Q: *How do I convert my media files?*

A: Converting media files requires the use of a media converter application, many of which are available for download. Search the internet with your browser to locate these applications.

Q: *How do I copy the files from my music CD to my computer?*

A: Digital audio extraction, or *Ripping*, is the process of copying audio (or video) content to a hard drive, typically from removable media, such as CDs or DVDs, or from media streams.

To rip music from CDs to a computer:

1. Insert the CD into the optical drive of your computer.
2. Open the program that you use to rip the music to your computer, such as iTunes or Windows Media Player.
3. Press the **Import** button (using iTunes),

   - OR -

   Press the **Rip** button (using Windows Media Player).
4. Click the music you want to copy (Windows Media Player) and note where the music files are saved after they are copied. iTunes imports the entire CD into your iTunes music library.
5. Click the **Start Rip** button (Windows Media Player).
6. When ripping is complete, remove the CD. The music is now on your computer.

Note: Some music may be covered by copyright laws which prevent its copying or distribution.

Q: *Can I use a universal remote control with the multimedia drive?*

A: You can use most popular universal remote control devices such as the Logitech Harmony models.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built into the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Note: If an additional external drive is connected to the WD product, USB bandwidth is shared and may affect performance.

Q: *Why does the multimedia drive not power up?*

A: Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our website at *http://store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the multimedia drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

11 Appendix

Product Specifications

Model Name	WD Elements Play Multimedia Drive
Description	USB 2.0 External HDD with Audio/Video Playback Functionality
R/N (Model Number)	B9J
Ports (Rear)	Power, mini-USB, HDMI, L/R Audio, Composite Video, Optical Audio (S/PDIF)
Port (Side)	USB 2.0 (Type A)
Button (Rear)	Reset (Factory Default/Switches between NTSC/PAL)
LED (Front)	Power/Status
Certifications	Dolby Digital Plus, Dolby Digital TrueHD, DTS 2.0, USB 2.0, HDMI
OS Supports	Win XP SP2 or higher, Win Vista, Win 7, Mac OS X
System Storage	1 TB, 2 TB, or 3 TB

Environmental Specifications

Unit Dimension	225 mm x 149 mm x 41 mm (W x D x H) 8.86 in. x 5.87 in. x 1.61 in. (W x D x H)
Unit Weight	1.05 kg (2.31 lbs.)
Packaging Dimension	311 mm x 89 mm x 200 mm (W x D x H) 12.3 in. x 3.5 in. x 7.9 in. (W x D x H)
Packaging Weight	1.68 kg (3.71 lbs.)
Power Adapter	Input: 100-240 VAC, 50/60Hz, 0.5A Max Output: 12VDC/1.5A (Max)
Power Consumption	18 Watts (Max)
Regulatory Compliance	FCC Class B, UL/cUL, CE, C-Tick, VCCI, RoHS, KCC, BSMI, CCC, GOST
Operating Temp.	41°F to 95°F (5°C to 35°C)
Storage Temp.	-40°F to 140°F (-40°C to 65°C)
Operating Humidity	10 to 90% Relative Humidity
Storage Humidity	10 to 95% Noncondensing

Note: Specifications are subject to change without notice. Weight info varies based on hard drive capacity.

Supported Media File Formats

Audio

Format	Supported?	Supported file extensions	Supported in video container
MP3 (CBR, VBR 32~320kbps)	Yes	.mp3	Yes
MP2	Yes	.mp2	Yes
WAV/PCM/LPCM/ ADPCM	Yes	.wav/.wave/.adpcm	Yes
AAC (Mpeg 2/4)	Yes	.aac/.m4a/.m4b/.m4v/.m4r/ .mp4	Yes for 2 channel; No for 2+ channel, and only pass-through
Dolby Digital	Yes	.ac3	Yes for 2 channel; No for 2+ channel, and only pass-through
Dolby Digital Plus	Yes	.ac3	Yes for 2 channel; No for 2+ channel, and only pass-through
Dolby TrueHD	Yes	.ac3	Yes for 2 channel; No for 2+ channel, and only pass-through
DTS 2.0	Yes	—	Yes for 2 channel; No for 2+ channel, and only pass-through
FLAC	Yes	.flac	Yes
WMA	Yes	.wma	Yes
WMA Pro	Yes	.wma	Yes
WMA Lossless	No	.wma	No, only pass-through
APE with Cue support	Yes	.ape	No
RA	Yes	.ra	Yes
ATRAC	No	.ult/.uwf	No

Audio Containers/Codec

Format	Supported?	Supported file extensions	Supported in video container
AIFF	Yes	.aiff/.aif/.aifc	Yes
Ogg Vorbis	Yes	.ogg	Yes
MKA	Yes	.mka	Yes
Real Audio	Yes	.ra	Yes

Playlist (for Audio)

Format	Supported?	Supported file extensions	Supported in video container
PLS	Yes	.pls	N/A
M3U	Yes	.m3u	N/A
WPL	Yes	.wpl	N/A

Photo

Format	Supported?	Supported file extensions	Supported in video container
GIF	Yes	.gif/.giff	N/A
BMP	Yes	.bmp	N/A
JPEG	Yes	.jpg/.jpeg/.jpe/.jif/.jfif/.jfi	N/A
TIF/TIFF	Yes	.tiff/.tif	N/A
PNG	Yes	.png	N/A

Video

Format	Supported?	Supported file extensions	Supported in video container
Mpeg 1	Yes	.mpg/.mpeg/.mp2/.mlv/ .mla/.m2a/.mpa/.mpv/.dat	N/A
Mpeg 2	Yes	.vob/.mpg/.mpeg/.m2v/ .mpv/.m2p/.mkv/.ts/.tp/.trp	N/A
Mpeg 4 (ASP/AVC HD/H.264)	Yes	.mp4/.avi/.mkv/.m4a/.m4v/ .m2t/.m2ts/.xvid/.divx/.mov/ .qt	Yes
WMV9	Yes	.wmv	N/A
mJpeg	Yes	.avi/.3gp	Yes (MOV)
VC-1	Yes	.wmv/.ts	No (MKV or TS)

Video Containers/Codec

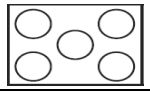
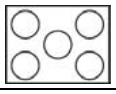
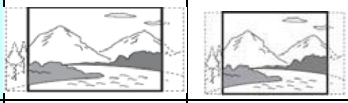
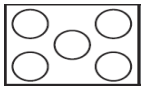
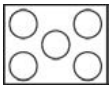
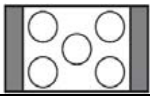
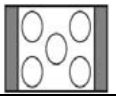
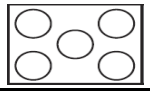
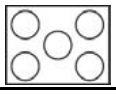
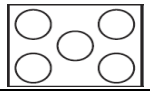
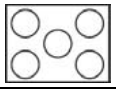
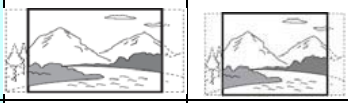
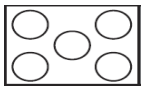
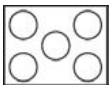
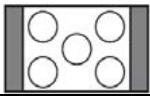
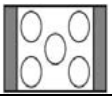
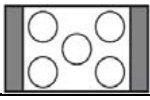
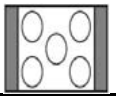
Format	Supported?	Supported file extensions	Supported in video container
AVI	Yes	.avi	N/A
M2TS/VOB/ISO/IFO (DVD format)	Yes	.m2ts/.vob/.iso/.ifo	N/A
Xvid	Yes	.avi/.xvid	N/A
MKV (Native chapter and subtitle support is required)	Yes	.mkv	N/A
DivX (3.11 and above)	Yes*	.divx/.avi	N/A
ASF	Yes	.wmv/.asf	N/A
MOV	Yes	.mov/.qt	N/A
Real Video	Yes	.rm/.rmvb	N/A
DAT (VCD/SVCD)	Yes	.dat	N/A
Ogg Vorbis Video	Yes	.ogm	N/A
Nero Digital	Yes	.mp4	N/A
Flash (FLV)	Yes	.flv	N/A
Img (DVD rip)	Yes	.img	N/A
3GP	Yes	.3gp	N/A

** Protected content is not supported (no logo).*

Subtitle

Format	Supported?	Supported file extensions	Supported in video container
SRT	Yes	.srt	N/A
SUB	Yes	.sub + .idx	N/A
SSA	Yes	.ssa	N/A
SMI	Yes	.smi	N/A
Native subtitles	Yes	.iso/.vob/.img/.avi/.mkv	N/A

Aspect Ratio

Video output	Aspect Ratio	Source format	Display On 16:9 TV	Display On 4:3 TV
SD output	Lettor Box 4:3	16:9		
		4:3		
	Pan Scan 4:3	16:9		
		4:3		
	16:9 (16:9 Fixed)	16:9		
		4:3		
	16:9 Wide	16:9		
		4:3		
HD output	Lettor Box 4:3	16:9		
		4:3		
	Pan Scan 4:3	16:9		
		4:3		
	16:9 (16:9 Fixed)	16:9		
		4:3		
	16:9 Wide	16:9		
		4:3		

Regulatory Compliance

FCC Class B Information

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the retailer or an experienced radio/television technician for help.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60065:03, UL-60065, 7th Ed: Audio, Video and Similar Electronic Apparatus - Safety Requirements.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60065:03, UL-60065 7th Ed. Appareils audio, vidéo et appareils électroniques analogues - Exigences de sécurité.

This device is only for use with the compatible UL Listed AC adapter.

Cet appareil n'est destiné qu'a` des adaptateur compatibles marqués "UL Listed."

本设备经过测试，结果表明符合 GB-8898（安全）、GB13837（电磁兼容性）和 GB17625（谐波）。

本裝置通過測試並符合 CNS-13439 (EMC) 和 CNS-14408 (Safety) 規範。

CE Compliance for Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Die Markierung mit dem CE-Symbol zeigt an, dass dieses Gerät mit den anwendbaren Richtlinien der Europäischen Union übereinstimmt. Hierzu zählen auch die EMV-Richtlinie (2004/108/EG) sowie die Niederspannungsrichtlinie (2006/95/EG). Eine "Konformitätserklärung" in Übereinstimmung mit den anwendbaren Richtlinien ist erstellt worden und kann bei Western Digital Europe eingesehen werden.

Le symbole CE indique que ce système est conforme aux directives du Conseil de l'Union Européenne, notamment à la Directive CEM (2004/108/CE) et la Directive Basse tension (2006/95/CE). Une " déclaration de conformité " aux directives applicables a été déposée auprès de Western Digital Europe.

I marchi con il simbolo CE denotano la conformità di questo sistema alle direttive del Consiglio dell'Unione europea, ivi compresa la Direttiva EMC (2004/108/CE) e la Direttiva Bassa Tensione (2006/95/CE). In adempimento con le vigenti direttive è stata rilasciata una "Dichiarazione di conformità", depositata presso Western Digital Europe.

La marca con el símbolo CE indica el cumplimiento de este sistema con las correspondientes directivas del Consejo de la Unión Europea, que incluye la Directiva CEM (2004/108/CE) y la Directiva de bajo voltaje (2006/95/CE). Se ha realizado una "Declaración de conformidad" de acuerdo con las directivas correspondientes y se encuentra documentada en las instalaciones de Western Digital en Europa.

Märkning av CE-symbolen anger att detta systemet uppfyller kraven enligt det Europeiska Parlamentet och Rådets direktiv, inklusive EMC-direktivet (2004/108/EC) och Direktivet om Lågspänning (2006/95/EC). En "Försäkran om Överensstämmelse" har gjorts enligt de gällande direktiven och har registrerats hos Western Digital Europa.

Merking med CE-symbolet indikerer dette systemets overholdelse av gjeldende direktiver for EU, inkludert EMC-direktivet (2004/108/EC) og lavspenningsdirektivet (2006/95/EC). En "samsvarserklæring" i henhold til gjeldende direktiver har blitt skrevet og finnes arkivert hos Western Digital Europe.

CE-merkintä osoittaa tämän järjestelmän yhdenmukaisuuden sovellettavissa olevien Euroopan unionin neuvoston direktiivien kanssa, mukaan lukien EMC-direktiivi (2004/108/EC), sekä alijännitedirektiivi (2006/95/EC). "Yhdenmukaisuusvakuutus" sovellettavien direktiivien kanssa on tehty ja se on arkistoituna Western Digital Europe:ssa.

Маркировка символом CE свидетельствует о соответствии настоящей системы положениям применимых директив Совета Европейского Союза, в том числе Директивы об электромагнитной совместимости (2004/108/EC) и Директивы о низковольтном оборудовании (2006/95/EC). Заявление о соответствии положениям применимых директив, сделанное компанией Western Digital, находится в архиве её европейского подразделения

يشير التميز بوضع الرمز CE إلى توافق هذا النظام مع توجيهات المجلس القابلة للتطبيق والخاصة بالاتحاد الأوروبي، بما في ذلك توجيهات التوافقية الكهرومغناطيسية (EMC) (2004/108/EC) وتوجيهات الجهد الكهربي المنخفض (2006/95/EC) وتم وضع "إعلان المطابقة" وفقًا للتوجيهات القابلة للتطبيق وهو موجود في ملف على Western Digital Europe.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용 (B 급) 전자파적합기기로서주로가정에서사용하는것을목적으로하며, 모든지역에서사용할수있습니다

Environmental Compliance (China)

Part Name	有毒有害物質或元素					
	鉛(Pb)	鎘(Cd)	汞(Hg)	六價鉻(Cr^{6+})	多溴聯苯(PBB)	多溴二苯醚(PBDE)
机壳/机箱 Chassis / Housing	x	o	o	o	o	o
其它机构零件 Mechanical parts - other	x	o	o	o	o	o
电路板组合/板卡 PCBA/Card	x	o	o	o	o	o
线材缆线/连接器 Cable / Connector	x	o	o	o	o	o
存储设备 (硬盘驱动器,光盘驱动器,软盘驱动器,记忆模块…) Storage Device(HDD,ODD,FDD,DIMM,…)	x	o	o	o	o	o
电源变压器/电源供应器 Adapter / Power Supply	x	o	o	o	o	o
風扇 Blower	x	o	o	o	o	o
机械-电机零件 Mechanical-Electrical parts	x	o	o	o	o	o
电池 Battery	x	o	o	o	o	o
相机模块 Camera module	x	o	o	o	o	o
输入/输出设备 Input / Output Devices	x	o	o	o	o	o
搖控器 Remote controller	x	o	o	o	o	o

O：代表此种部件所用的均质材料中所含的该种有毒有害物质均低于 SJ/T 11363-2006 规定的限量。

X：代表此种部件所用的均质材料中所含的该种有毒有害物质均高于SJ/T 11363-2006 规定的限量。

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at *http://support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied

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Index

Numerics

1080P 24Hz 47

A

accessories 2
Apple users 17
aspect ratio 46
  normal 46
  troubleshooting 53
  widescreen 46
audio
  HDMI output 45
  lip sync 45
  S/PDIF output 45
  surround sound 45
  sync 45
audio setup 45
audio/video
  supported interfaces 4

C

compatibility 9
  operating systems 9
composite AV connection 14
converting drive format 55
copying files 20

D

deleting files 22
display troubleshooting 53
drive reformatting 10
DVI connection 16

E

Eject function
  button 18
  procedure 17
environmental compliance (China) 65
environmental specifications 58
error messages 55

F

features 4
  AV interfaces 4
  supported file formats 4
  supported file systems 5
  USB support 5
File Manager 20
  copying files 20
  deleting files 22
  moving files 22
  options 24
  rename 22
  save & edit photo album 23
  save & edit playlist 22
file system
  supported 5
firmware
  upgrade 47, 51
firmware upgrade
  procedure 51
  troubleshooting 54
format drive 44
formatting the drive 55

H

hardware information 47
HD media player
  error messages 55
HDMI
  connection 15
  connectors 6
HDMI A/V sync 45
HDMI audio output 45
Home
  button 18
  error messages 55
  Music directory 32
  overview 19
  Photo directory 36
  screen navigation 19
  Settings screen 41
  Video directory 25
home screen 19

I

I/O connectors 6
  HDMI 6
  Toslink 6
  USB ports 6
installation
  composite AV connection 14
  HDMI connection 15, 16
  power connection 11, 14, 15
  procedures 10
  requirements 9

USB connection 17

L

language 42
LED indicators 7
lip sync 45

M

maintenance
system 51
media content
locating 48
MediaInfo 50
moving files 22
music
menu options 34
playback controls 33
playback options 35
playback procedures 32

N

navigation buttons 18
NTSC 46

O

operating precautions 1
operating system requirements 9
overview 3

P

package contents 9
PAL 46
photo
playback options 38
setting 39
photos
menu options 37
rotating 39
view 36
zoom & pan options 39
playlist
videos, playback 32
power
AC connector 6
cable connection 11
global AC adapter configurations 11
LED indicator 7
power button 18
turn on 14, 15
preferences 41
product
accessories 2
obtaining service 65
overview 3
recording information 2
registration 2
regulatory compliance 63
safety information 1
warranty 65
product specifications 58

R

reformatting 10
regulatory compliance
environmental compliance (China) 65
notices 63
remote control
transmission range 18
troubleshooting 54
rename 22
repeat mode
music 35
reset device 44
resume play 44
RoHS 65

S

S/PDIF audio output 45
scale video 47
scanning 44
screen saver 43
Search function
button 18
set maximum volume 45
Settings
about 47
apply new values 42
language 42
menu bar 41
screen navigation 42
setup 41
audio 45
auto scan storage 44
device auto shut down 44
DVD-ROM auto play 43
factory default 44
format 44
keyboard language 43
others 47
reset device 44
resume play 44
scale video output to 90% 47

screen saver 43
set maximum volume 45
text encoding 42
unlock external HDD 43
USB auto play 43
video 46
sleep 44
slideshow
background music 39
playback controls 38
slide transition 39
video setting 39
view 38
subtitle
enable 29
subtitles 29
surround sound 45
system compatibility 9
System menus
About screen 47
system preferences
navigation buttons 42
Settings menu bar 41

T

text encoding 42
Toslink
connectors 6
troubleshooting 53
audio 54
content playback 55
display 53
error messages 55
firmware upgrade 54
remote control 54
USB device 54

U

unlock external HDD 43
USB device
connection 17
Eject button 18
removal 17
supported devices 5
troubleshooting 54
USB ports 6

V

video
aspect ratio 46
tv system 46
video setup 46
video signal 46
videos
audio 30
go to 30
information panel 27
menu options 28
playback controls 27
playback options 29
playback procedures 25
repeat options 30
subtitle 29
supported resolutions 4
video & main menu 30
video settings 31
zoom options 31

W

warranty 65

Z

zoom options
videos 31